

RESOLUTION NO. 2019- 195

A RESOLUTION BY THE BOARD OF COUNTY COMMISSIONERS OF ST. JOHNS COUNTY, FLORIDA, APPROVING THE PROVISIONS OF AMENDMENT 1 TO THE MASTER PURCHASE AGREEMENT BETWEEN ST. JOHNS COUNTY, FL, AND MOTOROLA SOLUTIONS, INC., FOR THE PURCHASE AND INSTALLATION OF A COMPUTER AIDED DISPATCH AND STATION ALERTING PROGRAM FOR THE PUBLIC SAFETY INTEROPERABLE RADIO SYSTEM IN THE AMOUNT OF \$3,148,223.00, AND APPROPRIATING THE FUNDS INTO THE COUNTY'S FISCAL YEAR 2019 BUDGET, AND AUTHORIZING THE COUNTY ADMINISTRATOR TO EXECUTE THE AMENDMENT ON BEHALF OF ST. JOHNS COUNTY, FL.

WHEREAS, the County and Motorola Solutions, Inc. ("Motorola"), entered into a Master Purchase Agreement in March of 2017, and St. Johns County Fire Rescue would like to purchase equipment under this agreement to upgrade the Interoperable Communications System through a Computer Aided Dispatch and Station Alerting program.; and

WHEREAS, the County currently owns, operates and maintains the public safety interoperable radio system for the provision of public safety services providing law enforcement, firefighting, ambulance, emergency medical, emergency management, and other emergency government-related services to the citizens of St. Johns County; and

WHEREAS, Motorola, will provide support and assistance during the purchase process to ensure there is no loss of public safety communications; and

WHEREAS, the attached Amendment 1 to the Master Purchase Agreement sets forth the obligations of the County, and Motorola in connection with these purchases; and

WHEREAS, the funding for this purchase will be provided through the Fiscal Year 2019 St. Johns County Annual Budget; and

WHEREAS, purchasing this equipment and recognizing and appropriating funds into the Fiscal Year 2019 St. Johns County Annual Budget is in the best interests of the public health, safety, and welfare.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF ST. JOHNS COUNTY:

Section 1. The above recitals are hereby incorporated into the body of this resolution and are adopted as findings of fact.

Section 2. The Board of County Commissioners approves the provisions of Amendment 1 to the Master Purchase Agreement between St. Johns County, and Motorola Solutions, Inc., and authorizes the County Administrator to execute the amendment, in substantially the same form and format as attached, on behalf of St. Johns County.

Section 3. The Board of County Commissioners hereby appropriates the funds into the County's Fiscal Year 2019 annual budget.

Section 4. If there are typographical or administrative errors or omissions that do not change the tone, tenor, or context of this resolution, this resolution may be revised without subsequent approval of the Board of County Commissioners.

Section 5. This resolution shall be effective upon adoption by the Board of County Commissioners.

PASSED AND ADOPTED by the Board of County Commissioners of St. Johns County, Florida,
this 4th day of June, 2019.

Attest:

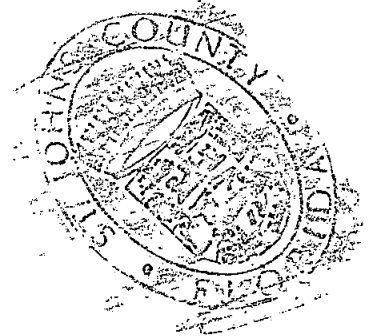
Robin S. Platt
Deputy Clerk

BOARD OF COUNTY COMMISSIONERS OF
ST. JOHNS COUNTY, FLORIDA

By:

Paul M. Waldron
Paul Waldron, Chair

RENDITION DATE 7-11-2019



St. Johns County Fire Rescue Computer Aided Dispatch

Computer Aided Dispatch (CAD) Current System:

- System is currently unable to keep up with technology related to Next Generation 911, AVL dispatching, turn by turn directions, ISO requirements, integrated mapping, record keeping, and Fire Station Alerting.
- Current mapping system not designed as a CAD map, but was configured to “work” only as a short term solution. Costly system to maintain with a high probability of failure, which is currently not supported.
- System not compatible with Sheriff’s Office CAD which does not allow interagency interoperability.
- System not up to current notification standards related to firefighter safety.
- Potential for catastrophic failure of system if either mapping component or CAD component goes down.
- Systems developed as short term options based on much lower call volumes.
 - 2010 SJCFR Events – 24,453
 - 2018 SJCFR Events – 57,301

Computer Aided Dispatch (CAD) Proposed System:

- Implement new CAD system capable of AVL dispatch, resource allocation, improvement of response times, Next Gen 911, integrated mapping, 800MHz radio system integration and integrated CAD controls and integrated station alerting technology.
- System with integrated record keeping and systems management software.
- System compatible with Sheriff’s Office and other public safety agencies which would allow for interagency interoperability.
- System which will increase capability, resiliency and redundancy for management of large scale incidents such as natural or manmade disaster scenarios.
- Automated alert system which will interface with CAD and 800 MHz radio system. When combined, systems will lower turnout times, response times, and increase firefighter safety.
- System with improved information sharing and communications with field personnel.
- Systems will improve firefighter health and safety through alerting measure designed to decrease startle effect and limit unnecessary notifications.

Board Considerations:

- Critical need for Public Safety Operations.
- Cost Estimate \$3,200,000
- Failure of current system would negatively impact emergency response capabilities.
- Requests for Federal Grant funding not supported for this project.
- CAD project implementation is an 8-12 month process increasing the need to start the project.
- Request approval to allocate funding and initiate purchase process of CAD Systems.

**AMENDMENT ONE
TO THE
MASTER PURCHASE AGREEMENT
BETWEEN
ST. JOHNS COUNTY AND MOTOROLA SOLUTIONS, INC.**

THIS AMENDMENT ONE TO THE AGREEMENT, by and between St. Johns County, Florida (County), and Motorola Solutions, Inc., a Delaware corporation authorized to transact business in the State of Florida (Motorola).

WHEREAS, the County and Motorola entered into a Master Purchase Agreement No. 227662 for radio communications equipment, products and services, dated March 23, 2017 ("Agreement");

WHEREAS, Section 16.8 of the Agreement provides that any changes to the Agreement must be documented in writing and signed by each party's authorized signatories;

WHEREAS, Section 4 states that the Term of the Agreement expires on March 28, 2022; and

NOW, THEREFORE, the County and Motorola hereby agree to add the terms and conditions to the Agreement as follows:

1. The exhibits listed below are incorporated into and made a part of this Agreement:

Exhibit A	Payment Schedule
Exhibit B	Motorola's Proposal dated March 11, 2019
Exhibit C	Maintenance and Support Agreement
Exhibit D	Microsoft End-User License Agreement(s)
Exhibit E	Master Purchase Agreement No. 227662
Form:	System Acceptance Certificate

2. **DEFINITIONS**

"Microsoft Product" means a Microsoft SQL Server and/or a Microsoft System Center Operations Manager, either or both of which may be integrated with the Motorola Products. Microsoft Products are subject to the following acknowledgement: "© Copyright 2019 Microsoft Corporation. All rights reserved."

"System" means the Software, services, supplies, and incidental hardware and materials that are combined together into an integrated system described in Exhibit B.

"System Acceptance" means the "Acceptance Tests" have been successfully completed.

"Warranty Period" means one (1) year from the date of System Acceptance or Beneficial Use, whichever occurs first.

3. **CONTRACT PRICE.** The Contract Price in U.S. dollars is \$3,148,223.00. If applicable, a pricing summary is included with the Payment Schedule. Motorola has priced the services, Software, and Equipment as an integrated system. A reduction in Software or Equipment quantities, or services, may affect the overall Contract Price, including discounts if applicable.

4. **INVOICING AND PAYMENT.** Motorola will submit invoices to Customer according to the Payment Schedule. Except for a payment that is due on the Effective Date, Customer will make payments to Motorola within thirty (30) days after the date of each invoice. Customer will make payments when due in the form of a wire transfer, check, or cashier's check from a U.S. financial institution. Overdue invoices will bear simple interest at the maximum allowable rate. For reference, the Federal Tax Identification Number for Motorola Solutions, Inc. is 36-1115800.

5. TITLE. Title to Software will not pass to Customer at any time.
6. TERM. The Term of the Agreement and Amendment One will be ten years from the Effective Date of this Amendment.
7. THIRD PARTY PRODUCTS

7.1 MICROSOFT PRODUCTS

- a. As to any Microsoft Products being furnished, the Microsoft software for those Microsoft Products is sublicensed to Licensee from Motorola pursuant to the Customer's Motorola Software License Agreement and is subject to the additional Microsoft End-User License Agreement terms, Exhibit A-2.
- b. Notwithstanding any provisions herein to the contrary, the following provisions apply concerning the Microsoft Products. If Customer is acquiring from Motorola a Microsoft SQL Server and/or a Microsoft System Center Operations Manager, then Customer warrants 1) that the number of users that may access the System are correctly indicated in the Exhibits to this Agreement; 2) that Customer is not being licensed the SQL Server or Microsoft System Center Operations Manager under a license from Microsoft, but rather under a sublicense from Motorola; 3) that the copies of the referenced Microsoft Products it receives from Motorola do not entitle it to maintain on its computer systems any more copies of the Microsoft Products than it previously licensed from Motorola or Microsoft; 4) that Customer possesses and will maintain sufficient quantities of fully valid Microsoft licenses to support the maximum number of users and/or devices that may access or use the System under the provisions of the End-User License Agreement; 5) that Microsoft will be an intended third party beneficiary of the End-User License Agreement, with the right to enforce the warranties and any other provisions of the End-User License Agreement provisions and to verify compliance of the End User with the same; 6) that Customer shall not run on a mirrored database server for more than 30 days without obtaining a SQL license for that server; 7) that the Customer grants permission for the disclosure of End-User information by Motorola as required in Motorola's Monthly royalty reports and ordering information reports to Microsoft; 8) that Microsoft does not transfer any ownership rights in any Product; and 9) that Motorola is solely responsible for providing technical support for the Microsoft Products.
- c. The rights granted in this Agreement with respect to Microsoft Products are subject to the following limitations: 1) Customer has no copyright interest in the Microsoft Products; 2) Customer may not rent, lease, lend or provide hosting services with the Products; 3) Customer may not reverse engineer, decompile or disassemble any Product; 4) Customer may not remove, modify or obscure any copyrights, trademarks or other proprietary right notices contained in the Products; and 5) The Microsoft Products are not designed or intended for use in any situation where failure or fault of the product could lead to death or serious bodily injury of any person, or to severe physical or environmental damage ("High Risk Use"). Motorola's right to sublicense Microsoft Products excludes the right to use, or distribute the Microsoft Products for Customer's use in, or in conjunction with, High Risk Use, therefore, High Risk Use is strictly prohibited. High Risk use, by way of example, includes aircraft or other modes of human mass transportation, nuclear or chemical facilities, and Class III medical devices under the Federal Food, Drug and Cosmetic Act. Notwithstanding the foregoing, as long as PremierOne CAD is used in a manner for which it was designed and in accordance with the documentation provided, Motorola declares such use is not considered to be High Risk Use as defined by Microsoft.

7.2 ESRI OEM SOFTWARE

Notwithstanding any provisions herein to the contrary, the following provisions apply concerning the ESRI OEM Software.

- a. The use of ESRI OEM Software is restricted to executable code.

- b. The following are prohibited: (i) transfer of the OEM Software, except for a temporary transfer in the event of a computer malfunction; (ii) assignment, time-sharing, lend or lease, or rental of the OEM Software or use for commercial network services or interactive cable or remote processing services; and (iii) title to the OEM Software from passing to Customer or any other party.
- c. Also prohibited are the reverse engineering, disassembly, or decompilation of the OEM Software and the duplication of the OEM Software, except for a single archival copy; reasonable Customer backup copies are permitted.
- d. To the extent permitted by law, ESRI's liability is disclaimed for any damages, or loss of any kind, whether special, direct, indirect, incidental, or consequential, arising from the use of the OEM Software, including damages resulting from any ESRI provided Data (Data is not warranted) and damages resulting from use in High Risk Activities such as the operation of nuclear facilities, aircraft navigation or aircraft communications systems, air traffic control, life support, or weapon systems. ESRI specifically disclaims any express or implied warranty of fitness for High Risk Activities.
- e. Upon termination of the contract, Customer agrees to certify in writing to Motorola that it has discontinued use and has destroyed or will return to Motorola all copies of the OEM Software and documentation.
- f. Customer will fully comply with all relevant export laws and regulations of the United States to assure that the OEM Software, or any direct product thereof, is not exported, directly or indirectly, in violation of United States law.
- g. Customer shall not remove or obscure any copyright, trademark notice, or restrictive legend.
- h. In any sublicense to the United States Government, the OEM Software shall be provided with "Restricted Rights."

7.3 THIRD PARTY PRODUCTS. Notwithstanding any provisions herein to the contrary, the following provisions apply to the following Third Party Products:

- a. Microsoft Products are not fault tolerant or free from errors, conflicts, interruptions or other imperfections. Performance may vary depending upon what hardware platform they are installed on, the interactions with other software applications and each product's configurations.
- b. Microsoft Corporation is providing the Microsoft Products "as-is" with no warranty of any kind and disclaims all warranties, express and implied, to the maximum extent allowed by applicable law. Microsoft further disclaims any liability of Microsoft for any damages, whether direct, indirect incidental or consequential, as a result of the use or installation of the Products. Additionally, to the extent permitted under applicable law, Microsoft Corporation excludes for itself and its suppliers all warranties of any kind, including:
 - (i) any warranties of title, non-infringement, merchantability and fitness for a particular purpose;
 - (ii) any implied warranty arising from course of dealing or usage of trade;
 - (iii) any common law duties relating to accuracy or lack of negligence with respect to the Microsoft Products, any Master Copy, and any Software Documentation; and
 - (iv) that the products will operate properly in connection with the System, the Motorola products or on any Customer system(s).

If applicable law gives Customer any implied warranties, guarantees or conditions despite the foregoing exclusion, those warranties will be limited to one year and Customer remedies will be limited to the maximum extent allowed by this Agreement.

- c. As to ESRI OEM Software, during the term of this Agreement ESRI represents and warrants the Software will substantially perform in conformance with the Specifications and its Documentation,

St. Johns County, FL
Maintenance and Support Agreement

provided the Software is used as specified in the Documentation, and will provide Updates, Upgrades, timely system releases, error corrections, and such improvements outlined in the ESRI life cycle maintenance policy. The foregoing warranties do not apply to errors, defects, or nonconformities due to: a) misuse of the Software solely by the Customer; b) unauthorized modification of the Software by Customer; or c) failure of Customer to use compatible hardware and software as set forth in the specifications.

- d. If included under this Agreement, the Data has been obtained from sources believed to be reliable, but its accuracy and completeness is not guaranteed. The Data may contain some nonconformities, defects, errors or omissions. ESRI and Motorola make no warranty with respect to the Data. Without limiting the generality of the preceding sentence, ESRI and Motorola do not warrant the Data will meet the Customer's needs or expectations, the use of Data will be uninterrupted, or that all nonconformities can or will be corrected. ESRI and Motorola are not inviting reliance on the Data, and Customer should always verify actual Data, including, but not limited to, map, spatial, raster and tabular information.
- e. EXCEPT FOR THE ABOVE EXPRESS LIMITED WARRANTIES, ESRI DISCLAIMS ALL OTHER WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINTERFERENCE, SYSTEM INTEGRATION AND NON-INFRINGEMENT. ESRI DOES NOT WARRANT THAT THE DATA WILL MEET CUSTOMER'S NEEDS OR EXPECTATIONS, THE USE OF THE SAME WILL BE UNINTERRUPTED, OR THAT ALL NONCONFORMITIES CAN OR WILL BE CORRECTED.
- f. Customer's exclusive remedy and ESRI's entire liability for breach of the limited warranties set forth herein shall be limited, at ESRI's sole discretion, to (a) replacement of any defective media; (b) repair, correction, or a work-around for the Software subject to the ESRI Support Services Policy, (c) return of the license fees paid for the Software, Data, or Documentation that does not meet ESRI's limited warranty, provided that Customer uninstalls, removes, and destroys all copies of the Software, Data, or Documentation and executes and delivers evidence of such de-installation and destruction to ESRI.

Except as set forth in this Amendment Number One, all other terms and conditions of the Agreement remain unchanged and in full force and effect.

St. Johns County, FL
Maintenance and Support Agreement

IN WITNESS WHEREOF, the County and Motorola execute this Amendment Number One to the Agreement as follows:

St. Johns County:

Motorola Solutions, Inc.

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

EXHIBIT A

Payment Schedule for PSA System Agreement

Payment Milestone	Payment
Contract Execution	20%
Contract Design Review Completion of Functional Specification Document Review, Interface Overview, Schedule and Bill of Materials, Completion of Site Survey and Infrastructure Planning, Network Analysis	20%
Delivery of applicable System Hardware and Application Software to Customer Site	35%
Train-the-Trainer - CAD	10%
Successful Completion of System Live Cut – CAD/Mobile	10%
Final Acceptance	5%

EXHIBIT B

Motorola Proposal dated March 11, 2019 fully incorporated as if set forth herein



MOTOROLA SOLUTIONS

ST. JOHNS COUNTY FIRE RESCUE

PREMIERONE CAD AND MOBILE SYSTEM

MARCH 11, 2019

19-PS-91618 / FLP17P144A



The design, technical, pricing, and other information ("Information") furnished with this submission is proprietary and/or trade secret information of Motorola Solutions, Inc. ("Motorola Solutions") and is submitted with the restriction that it is to be used for evaluation purposes only. To the fullest extent allowed by applicable law, the Information is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the Information without the express written permission of Motorola Solutions.

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19-PS-91618 / FLP17P144A

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March 11, 2019

Jeffrey A. Prevatt, Fire Chief
St. Johns County Fire Rescue
3657 Gaines Rd.
St. Augustine, FL 32084-8503
Email: jprevatt@sicfl.us

Re: Proposal 19-PS-91618 / FLP17P144A for PremierOne CAD and Mobile System ("Proposal")

Dear Chief Prevatt:

Motorola Solutions, Inc. ("Motorola") is pleased to provide the attached Proposal to St. Johns County Fire Rescue. This Proposal is valid for 180 days from the date of this letter.

Motorola's Proposal is subject to the terms and conditions of the Motorola / St. Johns County Master Purchase Agreement v.1-25-2017. A mutually agreed upon amendment will be added to the Master Purchase Agreement to reflect the attached System Agreement Terms specific to this project. Motorola would be pleased to address any concerns you might have regarding this Proposal.

Motorola appreciates your consideration of this Proposal and hopes you will find it acceptable. Motorola would be pleased to address any concerns you might have and we look forward to receiving your response. Please feel free to contact your local Motorola Solutions Account Manager, Michelle Poole, (904) 686-1532, michelle.poole@motorolasolutions.com ; or your Motorola Public Safety Solutions Consultant, Clark McCall, (352) 518-0228, Clark.Mccall@motorolasolutions.com with any questions.

Sincerely,
Motorola Solutions, Inc.

A handwritten signature in black ink that reads 'Chris Carroll'.

Chris Carroll
MSSSI Vice President and Director, Sales
Software Enterprise – PremierOne Public Safety Applications

SYSTEM DESCRIPTION

1.1 SOLUTION OVERVIEW

Motorola Solutions is pleased to present the following solution for the St. Johns County, FL (hereinafter referred to as the "County").

Motorola Solution's offering is comprised of PremierOne server hardware, PremierOne server networking hardware, system software, PremierOne application software, PremierOne client software, interfaces and services (as stated in the Statement of Work.)

The following presents a logical illustration of the solution components.

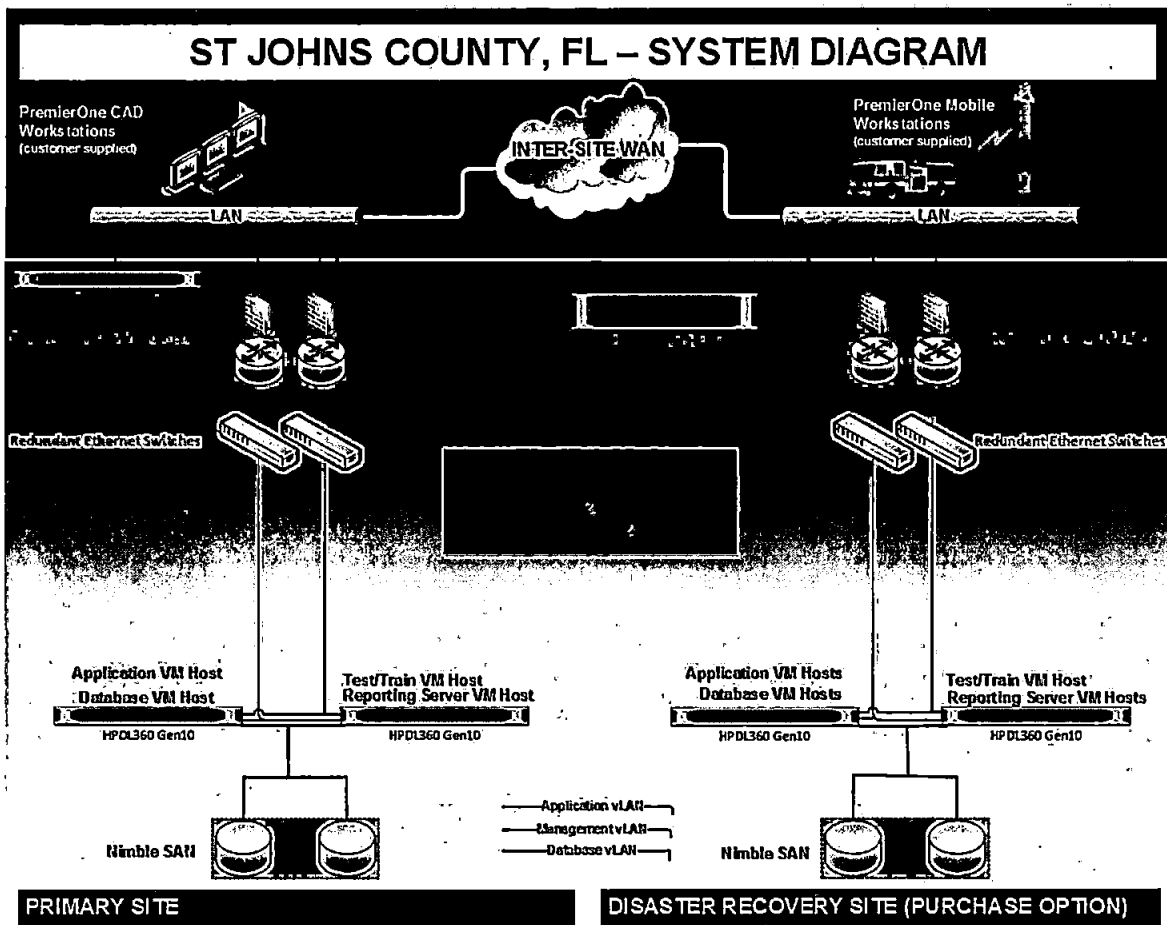


Table 1-1. Representative System Diagram

1.1.1 Participating Agencies

The designated agencies participating in the PremierOne system are:

- St. Johns County Fire Rescue



1.1.2 Basis for System Sizing

Motorola's solution is sized by tiers. Motorola uses Call for Service (CFS) counts to establish the tiers of infrastructure sizing. Based on the CFS counts provided by you, this solution has been sized as follows:

- Up to 250,000 CAD Calls for Service per year
- Up to 25 PremierOne CAD clients
- Up to 100 PremierOne Mobile clients
- 3.5% annual growth for 5 years
- 5 years of PremierOne CAD data retention (2 years online, 3 years reporting)

The following applications, system components and services are included in this solution:

1.1.3 Application Software and System Components

This solution is based on Motorola Solutions PremierOne Application Software release version 4.4.

- PremierOne CAD with Automatic Resource Location (ARL) via:
 - Direct GPS via cellular
 - PremierOne Mobile via cellular
 - PremierOne Handheld via cellular
- PremierOne Mobile with Mobile Mapping
- PremierOne HandHeld
- PremierOne ASTRO Responder Location
- Disaster Recovery
- PremierOne Hardware Components

1.1.4 PremierOne Application Client Software Licensing

The following table summarizes the total number of PremierOne client application software licenses included in our enterprise solution for all participating agencies:

Table 1-2. PremierOne Licensing

PremierOne Licenses	Per Seat	Concurrent
PremierOne CAD Dispatch with Mapping	12	n/a
PremierOne Mobile with Mapping*	100	#
PremierOne HandHeld iOS Integrated (per Seat)	10	n/a
Subscriber Portable or Mobile (Person Location Tracking) Per Radio	450	n/a

**Enterprise Site License*

Enterprise Site License Terms

The PremierOne Mobile enterprise site license is based on the current usage of application software identified in the Table 1 PremierOne Licensing table. If an agency is not currently using an application or has not rolled out the usage of an application to the full agency, the site license pricing will be based on expected usage at full roll-out.



1.1.5 Microsoft, VMware, other Software Licensing Ancillary Components

The following table lists type and number of Microsoft and VMware licenses and the party responsible for providing them.

Table 1-3. Microsoft and VMware Licensing

Microsoft & VMware Licenses	Primary Site	DR Site	Total	Customer Provided	Motorola Provided
Microsoft DataCenter 2016 OS	2	2	4		X
Microsoft Windows 2016 OS	2	0	2		X
Microsoft SQL 2017 Enterprise 4 core license	4	3	7		X
Microsoft System Center Operation Manager 2016 (SCOM)	24	24	48		X
VMware vCenter Standard	1	1	2		X
VMware vSphere Ent+ CPU	5	5	10		X

We recommend the purchase of software assurance or maintenance from the vendor for all the software listed above.

The following table lists the type, number and who is providing these ancillary items:

Table 1-4. Ancillary Components

Description	Details	Customer Provided	Motorola Provided	Quantity (Primary Site)
F5 Load Balancers	Virtual/Physical Network Load Balancing software integrated with solution		X	2
SolarWinds	Network performance monitoring		X	1
SolarWinds	NetFlow Traffic Analyzer		X	1
GIS Editing Software	10.3 of Esri ArcGIS Desktop and Network Analyst extension software	X		1
Client Access Licenses	Microsoft Windows Server 2016	X		1 Per Client Refer to Microsoft Website for Guidance
FortiGate Network Devices	Provides server component isolation from other systems within the County's data center by means of a firewall router.		X	2
Extreme Networks X620	16 port 10Gb Layer 2 switching, Layer 3 IPv4/IPv6 routing		X	2

Description	Details	Customer Provided	Motorola Provided	Quantity (Primary Site)
Extreme Networks X420	48 port GbE Management vLAN Switch		X	1
HPe DL360c Gen10 w/dual Xeon Gold 6146, 384 GB RAM, 2 NIC, 2 x 8GB microSD	Host Server		X	2
HPe DL360 Gen10 w/ single XeonS 4114, 128 GB RAM, 5x1.2TB HDD	Monitor Server		X	1
Nimble Storage CS1000H 11TB	SAN		X	1
HPe StoreOnce 3520	Location to store backups		X	1
Equipment Rack HPe Rack Model P9K38A 42 U	Rack mount keyboard and monitor Cabinet Dimensions 78.9 in. x 39.7 in. x 24 in. Shipping Dimensions (with packaging materials) 86.2 in. x 48 in. x 35.6 in. Shipping Weight 1868 lb. – Total Installed Weight 385 lb. – Rack – Equipment 709 lb. – Total Maximum Load of Rack 3000 lb. Rack Clearance Front: 48 inch Back: 30 inch Power Distribution Units HPE 4.9kVA 208V		X	1

1.1.6 PremierOne Interfaces

The table below list the specific interfaces included in our solution. An Interface Specification Document (ISD) is included for each interface in Section 8: Attachment A. The ISD details the specific features and functionality of the interface and describes the implementation process and responsibilities of the involved parties. Any requests for change to the ISD following contract is subject review and consideration through the change control mechanism of the contract.

Table 1-5. Solution Interfaces

Interface Name	Functionality	ISD	DR Y/N?
APCO Intellicomm	CAD Client	PremierOne CAD - APCO Intellicomm Interface ISD	Y
MCC 7500 Console Integration	CAD Client	PremierOne™ CAD -ASTRO Radio Console 4.3 (MCC 7500) Interface	N
Zoll-RescueNet FireRMS	CAD RDW	ZOLL FRMS Interface ISD	Y
Zoll-Electronic Patient Care Response-ePCR	CAD RDW	Standard PremierOne CAD - Outbound Data ISD	Y
Solacom E911 & TDD	CAD Server	Standard PremierOne CAD - E911-TDD ISD	Y
Tear-n-Run	CAD Server	Standard PremierOne CAD - Tear N Run ISD	Y
SMTP Notification	CAD Server	Standard PremierOne CAD - SMTP Notification ISD	Y
MACH FSA	CAD Server	PremierOne CAD - MACH Fire Station Alerting ISD	Y
ASTRO Responder Location	CAD Server	PremierOne CAD - ASTRO Radio Location ISD	Y
ASTRO PTT Integration	CADiCAD	PremierOne™ CAD - ASTRO Radio Push-To-Talk Interface	Y

1.1.7 Optionally Available for Purchase Components

The following solution components are presented for the County's consideration. While not required to support the PremierOne Solution, each of the following separately priced options enhance the solution by adding additional capabilities.

- Option 1: ASTRO Advanced Messaging Integration
 - (450) Subscriber Portable or Mobile (Messaging and Dispatch Notification) Per Radio
 - ISD: PremierOne CAD - ASTRO Radio Messaging ISD

1.2 PREMIERONE SYSTEM ARCHITECTURE

PremierOne is designed on the principles of Service Oriented Architecture (SOA) allowing separation of servers and services to modular components. PremierOne is also architected to have no single point of failure. Its software design is redundant, as database replication occurs across multiple servers. The solution is built on industry standard components from Microsoft .NET architecture using Microsoft Windows and Microsoft SQL Server. The system can be expanded through the allocation of additional physical or logical resources as needs grow. In addition, site-to-site replication creating a multi-site architecture with disaster recovery is included.

The PremierOne system is deployed with a single production environment incorporating the high availability components and interfaces presented in this solution. The production environment serves to capture the events and data required to support live operation use. The system also includes a



single limited use environment (without the solution interfaces configured for use on the production environment) that can be used as a test or training environment.

Environment Summary:

- 1 Production Environment
- 1 Limited Use for Test or Training

PremierOne is architected around a virtualized server configuration and supports VMware vSphere 6.5 (or later) for the hypervisor. Server virtualization provides application isolation providing the ability to isolate specific services for ease of diagnostics and hardware resource management.

1.2.1 PremierOne High Availability Architecture

The combined software, hardware and IT network architecture is designed to provide an integrated high-availability system at each site. Redundant software and hardware components are the basis of the high-availability system design. Redundant network paths are used throughout the system configuration.

Multiple application servers support the application service layer and utilize load balancing to manage the load across the servers. RAID storage configurations provide redundancy and recovery within the storage components, and dual power supplies and circuits are used to ensure power redundancy.

Application, database and Application Delivery Controllers (ADC) failovers operate independent of one another within PremierOne. This means the failure of one component does not require the other components to fail over.

PremierOne's active monitoring identifies problems and failures before they occur. For example, low disk space or high processor utilization will trigger an alert to be sent, to notify the recipient of a possible problems or future failure before it affects the system. In the event of a service or component failure, PremierOne will stop using the failed service or component instance and automatically shift over to the secondary service or component instance without impacting operations.

The following depicts the fault tolerant components of the system.

Table 1-6. Fault Tolerant Software Components

Component
F5 to provide load balanced network traffic to the application services. ▪ PremierOne monitors active services and restarts them as necessary. ▪ In the case of a server failure, the node is disabled transferring the load to the remaining nodes in the cluster.
Replicated databases on different servers. Servers are replicated in a cluster set. ▪ SQL Server AlwaysOn provides redundancy and automatic failover. ▪ In case of a database server failure, there is no user intervention required. Secondary database becomes the active database without administrator intervention and continues processing transactions within the data center.
Fault tolerant networking components throughout the entire stack, the use of Link Aggregation Groups between network nodes and multipath configuration such that no single cable, port or device can interrupt system operation.



Component	
PremierOne System Manager monitoring:	
▪ CAD application	
▪ Application Delivery Controller cluster	
▪ Database status	
▪ Disk space	
▪ Windows Performance Counters	

The backup service (backup library and backup software), the Report Data Warehouse (ad hoc reporting services), and the Test/Training environments are not designed to meet the same high availability requirements as the production application and database servers. The reporting services and training environment is not considered critical and therefore is not redundant in the configuration.

High availability is independent of a geographically redundant disaster recovery solution.

1.2.2 Microsoft Active Directory Service

PremierOne provides directory services to support the secure management and operations of PremierOne through an isolated Microsoft Active Directory (AD) environment. The servers provided with the solution contain computer accounts in this AD tree. Service and Administrator user accounts and groups will be setup in the isolated Active Directory with the appropriate group memberships set.

In order to facilitate ease of user account management, PremierOne can use the County's AD environment for authentication. Once the user account is built in PremierOne provisioning, it can then use LDAP to query the County's environment for the account authentication. By using this configuration, the County can enforce password policy, retention, and complexity requirements across the enterprise with a user having a singular identity.

Motorola Solutions will provide a one-way forest trust from the PremierOne local domain to the County's Active Directory environment. The trust provides users with Domain Administrator privileges on the County's AD instance to access and administer the PremierOne environment while preserving authentication and logon information. Motorola recommends that this trust be non-transitive in nature. Motorola does not recommend a two-way trust, as none of the PremierOne service accounts need authentication or resources on the County's network.

PremierOne's Active Directory schema is for servers and services. Active Directory user authentication (if desired) will be against the County's Active Directory schema.

1.2.2.1 Name Resolution

PremierOne provides host name resolution through an Active Directory Integrated Domain Name Service (DNS). In order for systems residing outside of the PremierOne network to communicate with the PremierOne system, the County must configure their DNS servers to forward PremierOne name resolution requests to PremierOne DNS servers. This will allow devices on the County network to find systems within the PremierOne environment.

For tighter integration, the County, working with Motorola, must configure their DNS servers to allow name resolution requests from within the PremierOne systems to be processed.

1.2.3 PremierOne Common Services

PremierOne Common Services provides system administrators the flexibility to manage internal services throughout the platform from a single point. PremierOne Common Services include GIS, System Security, Reporting, and the system tools for provisioning.

1.2.3.1 Geographic Information System (GIS)

Geo-spatial data is uploaded to the system through tools implemented within Esri ArcGIS. Address validation data is maintained in redundant Microsoft SQL Server geodatabases that store locations and boundaries both spatially and in optimized search tables. Esri ArcGIS Servers provide routing and ETA calculations using the Network Analyst extension. Client maps are displayed using Esri ArcGIS Engine.

- PremierOne uses GIS for display, location validation, and unit recommendation. PremierOne tools made available for ArcTool box, provides the ability to load local data manually or through an automated model.
- The PremierOne Response Boundary Data Import Tool imports and aggregates boundaries in multiple layers into a single spatial table within the geodatabase for support of multi-agency / multi-jurisdictional scenarios. GIS data is a key component of a PremierOne deployment and one that is required. GIS provides the mechanism for location validation and recommendation for response.
- A PremierOne conformant and geographically accurate GIS data is required for the proper operation of PremierOne. It is the County's responsibility to provide a complete and accurate GIS data that conforms to the PremierOne GIS Data Requirements as noted in Section 5 for use in PremierOne. Each agency being added to PremierOne must have their geographic coverage included in the geodatabase imported into PremierOne.
- The use of remote and/or Esri Online services is not supported. Motorola is not responsible for map availability or any degradation of client performance caused by the use of third party hosted internet map services; as these services are outside the domain of the PremierOne infrastructure and are not managed by Motorola. PremierOne is a mission critical application that must control the import/access of the GIS data.

1.2.3.2 PremierOne System Security

The PremierOne Suite is deployed within its own Microsoft Active Directory (AD) domain in its own local area network. Active Directory Domain Controllers authenticate and authorize users to perform actions within the domain making sure authorized users have appropriate access to data and services. The PremierOne user provisioning environment can be setup to query your AD environment (using LDAP) allowing for a single point of user and password management across all applications.

The PremierOne network contains multiple virtual local area networks that are used to secure and segment traffic for purposes of user access as well as data storage and replication. PremierOne architecture resides behind dual redundant firewalls to protect the PremierOne network from unauthorized intrusion and security threats. These firewalls are provisioned in a high availability configuration so if either of the two fails, traffic and security will remain intact across the other.

1.2.3.3 Microsoft Reporting Services

PremierOne uses Microsoft SQL Server 2017 Reporting Services (SSRS) for reporting purposes. SQL Server 2017 Reporting Services is a server-based reporting platform that is used to create and



manage tabular, matrix, graphical, dashboards, and free form reports that contain data from relational and multidimensional data sources. The reports can be viewed and managed via a browser.

1.3 CJIS AND COMPLIANCE

PremierOne, when combined with the County's policies assist the County in meeting the CJIS requirements of the State.

As a mission critical application, PremierOne is designed to be deployed within a secure environment. Motorola's PremierOne CAD and Mobile supports FIPS 140-2 encryption for enhanced data security using Microsoft encryption libraries. CAD call data communicated between the client and server is encrypted to FIPS 140-2 compliance.

PremierOne utilizes Windows Server 2016 Enhanced Cryptographic Provider (RSAENH) by Microsoft Corporation, which has been certified by the National Institute of Standards and Technology (NIST). The NIST Certificate Number is #1894. Some of the features in PremierOne that support CJIS Security Requirements include:

- FIPS 140-2 compliant SHA256/RSA4096 certificates for Client to server communication and encryption.
- AES 128 or AES 256-bit encryption in mobile over the air transport.
- AES 256-bit encryption in CAD client transport.
- FIPS 140-2 compliant SHA256 or SHA512 hashing and AES encryption throughout the entire application. Allowing PremierOne to work on Windows computers with FIPS-compatibility policy turned on – both servers and clients.
- Provides the ability to secure all web traffic to and from the solution with a FIPS Compliant TLS 1.2 SSL certificate which can be linked to a public key infrastructure (PKI).
- Complex Password Configurations
- Inactivity Time Outs
- Removing all CJIS information from the device at logoff
- Audit Logging
- System Reports such as - Interface Query Summary Report, Login and Logoff Report, Mobile Query Report, Officer Activity Report, and the Purged Records History Report

1.4 SYSTEM PLATFORM AND COMPONENTS

This section discusses the hardware, operating system, and system software of the PremierOne solution.



Note: It is the responsibility of the County to provide any specialized hardware and installation to ensure compliance with any local, State or Federal natural disaster safety regulations.

PremierOne Servers

The PremierOne hardware solution utilizes HPe servers as physical hosts.

Host servers are HPe DL360c Gen10 servers configured with:

- Dual 12-Core Intel® Xeon® Gold 6146 processor, running at 3.2 GHz, with a 25 MB L3 Cache
- Each server also contains direct attached storage in the form of two 8GB micro SD hard drives with Smart Array controllers in a RAID configuration
- Four (4) - 10 Gigabit network ports
- Each server is configured with 384 GB RAM.

The Monitor server is HPe DL360c Gen10 server configured with:

- Single 10-Core Intel® XeonS® 4114 processor, running at 2.2 GHz, with a 13.75 MB L3 Cache
- Each server also contains direct attached storage in the form of five 1.2 TB 10,000 RPM SAS hard drives with Smart Array controllers in a RAID configuration
- Four (4) - 1 Gigabit network ports
- Each server is configured with 128 GB RAM.
- SolarWinds Network Performance Monitor and Traffic Analyzer Module.

1.4.1 PremierOne Storage and Backup

PremierOne's Backup and Recovery subsystem includes online storage and a means to back up the system offline through Nimble Storage and HPe StoreOnce disk arrays. Our solution design provides storage area arrays that are utilized by the host servers for storage and for online backups with near real-time data recovery.

Nimble Storage

The Nimble Storage CS1000/H Adaptive Flash array delivers sub-millisecond response times make the CS1000/H ideal for mixed or mainstream workloads requiring high performance. The CS1000/H can scale from 13 TB to over 1.9 PB of effective capacity. Both CS1000 and CS1000H can be non-disruptively scaled-up all the way to a CS7000 supporting over 2.3 PB of effective capacity. Performance can be scaled independently of capacity to flexibly match workload and capacity requirements. Adaptive Flash arrays automatically optimize for capacity and performance, while allowing you to change the service level of any volume.

The Nimble Storage CS 1000H Series SAN provides 11 TB of RAW storage. This storage is comprised of eleven 1 TB HDD along with two 240 GB SSD (480 GB flash) iSCSI connected drives.

HPe StoreOnce Backup

The PremierOne solution includes an HPe StoreOnce Enterprise-class Backup and Recovery system. This system uses backup to disk and data deduplication techniques to enable high-speed backup of Big Data sets. The HPe StoreOnce is controlled by an application server running HPe Data Protector software for the purposes of application and database server backup and recovery. In addition, this backup solution provides mechanisms for data encryption for offsite storage as needed. Best Practices and Motorola recommendation are to locate this device in an alternative geo-diverse location from the PremierOne system.



1.4.2 Ancillary Components

FortiGate Network Devices

Component isolation provides reliability, availability and performance. The solution is based on FortiGate devices to provide the perimeter network router, firewall and Virtual LAN (VLAN) configurations for the PremierOne solution.

Extreme Networks ExtremeSwitching

The ExtremeXOS modular operating system supports intelligent Layer 2 switching, Layer 3 IPv4/IPv6 routing, as well as role-based policy capabilities.

The ExtremeSwitching X620 is a compact 10 GB Ethernet switch designed for 10GB edge applications. The family includes 10-port and 16-port 10 Gbe versions – all in a small 1RU form factor – ideal for high-performance workgroups requiring 10GB connectivity to servers, storage and clients.

The ExtremeSwitching X460 is a compact 10/100/1000 MB Ethernet switch. This switch is included to provide network connectivity to non 10GB activities.

F5 BigIP Application Delivery Controllers

The solution consists of a virtual Application Delivery Controllers (ADC) for the PremierOne system. These are purpose built appliances that reside outside of the application servers that present a “virtual server” address to the outside world. Upon user connection, these appliances will forward the connection to the most appropriate real server using bi-directional network address translation (NAT).

SolarWinds System/Network Management Tools

The solution consists of a dedicated physical server to host an instance of the SolarWinds management tools. SolarWinds is setup to monitor and log traffic flow data through the FortiGate firewalls and load balancers through the server side network interface cards. Additionally, it monitors and logs CPU and memory utilization on the switches and firewalls as well as the hardware layer for the server hosts in the solution. Monitoring occurs at both the primary site as well as the DR site. As part of the firewall, monitoring it also indirectly monitors the WAN link for replication. This data provides the Motorola support teams with the information necessary to support the system and provide historical measurements of system performance.



**St. Johns County, FL
PremierOne Rack Diagram**

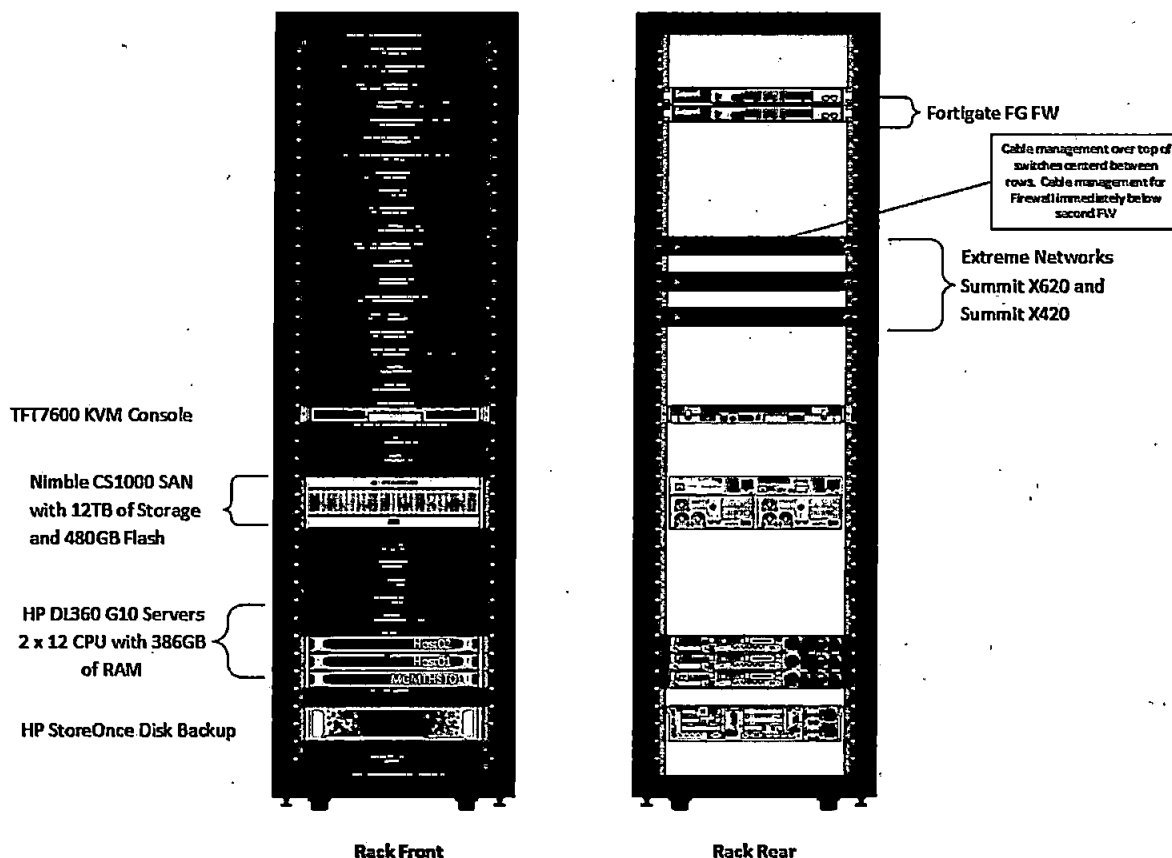


Table 1-7. Hardware Rack Layout for Primary and DR Sites

Note: This is a representative diagram only final configuration will be determined during system staging and is subject to change.

The County must provide access to the loading dock at the installation location for the delivery of equipment and that a County resource is able to receive and secure the storage of equipment. Additionally, a temporary staging area for the unpacking and assembly of equipment must be provided.

The County is responsible for any accommodation necessary to provide clearance and access through hallways, doorways, and elevators meeting or exceeding the specifications of the shipping container/rack at all sites housing solution components.

1.5 TCP/IP NETWORK AND DATA CENTER REQUIREMENTS

1.5.1 Network Requirements

Motorola's solution requires TCP/IP protocol for connectivity. All servers and workstations will connect to the County's existing network. The County will provide access to facilities and a dedicated resource knowledgeable on the County's WAN/LAN.

The County will supply IP addresses and a mechanism for maintaining IP persistence. Desktop, Mobile, and Handheld clients require a persistent IP address from the time the application is opened to the time the application is closed.

PremierOne CAD Network Requirements

PremierOne is dependent on the County's LAN for client workstation performance. The estimated network requirement per CAD client with typical usage is 0.8 Mbps – 1.2 Mbps. The recommended built-to bandwidth is 1.2 Mbps per workstation. Peak load events (e.g. login) require higher bandwidth and higher bandwidth will generally be required for sites with higher quantities of users and greater data intensive operations such as complex map annotation sets and map manipulation if the data resides on the server. The bandwidth recommendations account for the operation of the LAN client to "not exceed the values" with the map data being stored locally on the client workstation. Additional bandwidth will be required for the transfer of large multi-media files, premise hazard data files and other large attachments.

Network latency plays a key role in the responsiveness of CAD client operations. PremierOne is designed for optimal use on a local network environment where latency is very low. It is important that efforts be made to provide the lowest latency possible between the PremierOne CAD servers and each PremierOne CAD client. PremierOne requires latency of no greater than 20ms round-trip from the client to the servers and back.

PremierOne Mobile Network Requirements

Both PremierOne Mobile and PremierOne Records Mobile's functionality is designed for 3G and 4G networks. 3G network connectivity is required but, 4G connectivity is highly recommended.

The County will need to provide 3G/4G wireless network infrastructure and connectivity with routing between the Mobile clients and both the primary and as applicable, disaster recovery data centers.

1.5.1.1 Network Bandwidth Calculations

The following bandwidth specifications are required for system performance and have been calculated based on the solution being provided for the County. Included are anticipated bandwidth specifications after 5 years of annually compounded growth of 3.5% resulting in up to 15 client workstations. As this is a recommendation, the values represented have been rounded up. If County usage exceeds the figures Motorola used in its considerations, the County will need to provide additional hardware and or software to meet the increased need.



Table 1-8. Network Bandwidth Calculations

Bandwidth Specifications for Year 1 Based on 12 CAD Clients		
CAD Client to Server Bandwidth (recommended bandwidth of 2Mbps)	10-14	24Mbps
Bandwidth Specifications for Year 5 Based on 15 CAD Clients		
CAD Client to Server Bandwidth (recommended bandwidth of 2Mbps)	12-18	30Mbps

1.5.2 Data Center Requirements

The environmental data center requirements stated in the following sections must be satisfied in order to support the PremierOne installation. The requirements specify what the County must perform, provide, or ensure in order to prepare for and aid with the solution deployment.

Included in the requirements are various considerations for the servers and supplemental equipment, power and network connectivity, access to various information and resources, and compliance with laws and specifications.

Power Requirements and Heat Output

The following tables provide representative examples of the power utilization, heat output, and the temperature ranges for the various components of the PremierOne system and the electrical circuits needed by the overall system. It is important to note that these numbers represent an estimate only. This table will be updated once the hardware list has been finalized.

Table 1-9. Power Requirements and Heat Output

Component	Max Total Power (Watts)	Total Heat Generation (BTU/hr.)
PremierOne Rack	4500	12000

Cooling airflow through each server rack enclosure is front-to-back. Because of high heat densities and hot spots, the County must ensure that an accurate assessment of airflow into and out of the server equipment has been performed. This is essential for reliable server operation. Airflow assessment is not within the scope of Motorola Solutions responsibility.

Table 1-10. Temperature and Humidity Ranges

Specification	Operating
Temperature Range	50°F to 95°F
Relative Humidity Range	20% to 80% (non-condensing)

Circuit Requirements

The PremierOne racks require a specific type of connector due to the type of equipment housed in each rack. The power circuit requirements for each PremierOne server rack are contained in the table below.



Table 1-11. PremierOne Server Rack Circuit Requirements (per rack)

Voltage (VAC)	Dedicated Branch Circuit rating (A)	Quantity	Line Cord
208	30	3	NEMA L6-30P

1.5.3 PremierOne Workstation Specifications

The following specifications are provided for the County's reference.

Workstation specifications are representative of workstations used in the testing of the latest release of PremierOne software and do not take into account any other applications. The following .net Framework versions are both required in the workstations of any PremierOne client application: Microsoft .Net Framework V3.5.1 SP1 and Microsoft .Net Framework V4.7.

Future releases of PremierOne may dictate changes to the workstation specifications. Each agency should consider their own technology replacement lifecycles and policies for specific purchase decisions.

1.5.3.1 PremierOne CAD Recommended Specifications

- 3.5 GHz quad-core processor (E5-1620v4 CPU 3.5 GHz)
- 16 GB memory
- 20 GB available on a SSD disk.
- 1 Gigabit or faster Ethernet network adapter
- Three (3) – 1024 x 768+ pixel, 16+ bit color displays
- QWERTY Keyboard with 12 function keys
- Windows 10 Professional 64-bit
- NVS 510 Graphics card.
- Adobe PDF reader (for help files)
- 2 Mbps network bandwidth (to server) with 1ms or less round-trip latency
- Microsoft .Net Framework V3.5 SP1 and Microsoft .Net Framework V4.5.2

1.5.3.2 PremierOne Mobile CAD Workstation Recommended Specifications

- Intel i3, i5, or i7 2.6 GHz dual core processor
- 16 GB memory
- 20 GB available disk space
- One (1) – 800 x 600+ pixel, 16+ bit color display
- Radio / Wireless communications device, 3G or 4G network
- Standard QWERTY keyboard and Touchpad / Point Stick (or equivalent mouse device)
- Touchscreen Optional
- Windows 10 Professional 64-bit
- Video processor with at least 256 MB RAM, 24bit capable graphics accelerator, OpenGL v2.0 runtime or higher. Latest available drivers. Shader Model 3.0 or higher is recommended. Adobe, PDF reader (for help files)
- Microsoft .Net Framework V3.5 SP1 and Microsoft .Net Framework V4.5.2



1.6 DISASTER RECOVERY (DR)

DR / Failover Solution CAD/Mobile

Motorola's offering includes a Disaster Recovery (DR) solution for PremierOne CAD. The Disaster Recovery solutions include hardware and software for geographically distinct recovery data centers, the software required to replicate data between the primary and recovery data centers, and scripted processes to transfer operation between the data centers. This solution provides continued availability of the PremierOne system in the event the primary data center becomes unavailable.

The PremierOne CAD DR replication and failover processes utilize SQL Always On replication groups. The failover processes for these products utilize separate, application specific, scripts that are specifically suited to each application's server and database design.

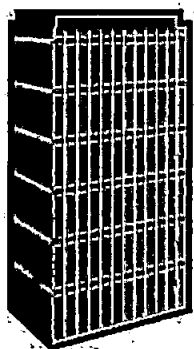
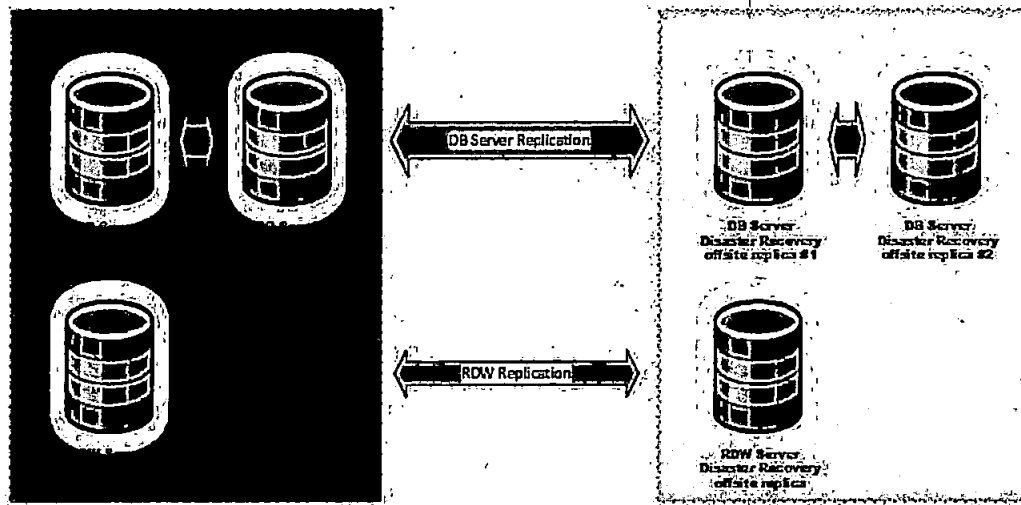
1.6.1.1 CAD Disaster Recovery

CAD DR Implementation

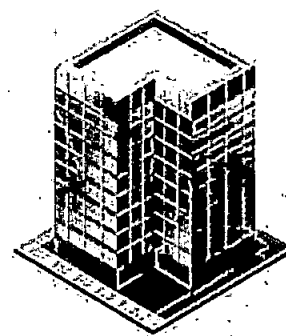
During normal operation PremierOne clients connect to the PremierOne servers in the primary data center. CAD data, such as active incidents, are stored in a storage area network (SAN) collocated in the primary data center.

Data updated in the primary SAN array is asynchronously updated in the recovery data center's SAN. PremierOne Disaster Recovery utilizes Microsoft SQL Always On to facilitate data replication between the primary and recovery data centers. This technology allows the PremierOne servers in the recovery data center to remain on thus reducing failover time. All changes replicate in real time using asynchronous replication. Data in PremierOne databases are replicated from primary to secondary databases at the SQL database level using Always On Availability Groups (AAG). SQL Server instance disaster recovery is implemented with SQL Always On Failover Clusters.





Primary Site



Disaster Recovery Site

Table 1-12. PremierOne CAD DR Replication

SQL Always On replication can be configured as Synchronous or Asynchronous. Synchronous replication is used between the two database servers on the primary side. This ensures no data loss in the event of a local failover from the primary CAD Server to the collocated High Availability CAD Server. (Please note that only one replication partner is supported for automatic failover.) Asynchronous replication is used between the primary and both secondary DR side database servers for performance and latency reasons.

Differences in Synchronous and Asynchronous replication are described in the following table:

Table 1-13. Synchronous and Asynchronous Differences

Issue	Asynchronous	Synchronous
Data Loss	Asynchronous mode may or may not lose some committed transactions in the event of an unplanned failover to the secondary site. However, a rapidly restartable data image is ensured because the remote database is always in an I/O consistent state. Applying the most recent transaction logs allows recovery from the point of the outage.	Each I/O update operation waits until completion is confirmed at both the primary and mirrored sites. Any incomplete operation is rolled back at both locations. As a result, the remote copy is always an exact mirror image of the primary.

Issue	Asynchronous	Synchronous
Distance	Asynchronous mode can span virtually any distance because there is a higher tolerance in latency delay involved in confirming transactions at the remote site. Latencies of over 200 ms cannot be supported. Remote sites can be up to thousands of miles from the primary site, ensuring that the replicated copy of data is safely outside any likely disaster zone.	Synchronous replication is impacted by propagation latency. That is, the time spent waiting for updates to travel to the remote site and confirmations to come back. Synchronous replication is only used for collocated PremierOne CAD servers.
Performance	The performance impact on the host is minimal.	Synchronous mode has significantly more performance impact than asynchronous mode because a write from the host must wait for an acknowledgment from the secondary storage system.
Recovery Point Objective (RPO)	High flexibility: unique capabilities afforded by journaling provide the ability to ride out network outages or temporary excessive bandwidth requirements.	RPO=0. Data is always current.

Failover changes the direction of the Always On replication, making the DR data center the source of the replication and the Primary data center the destination of the replication. The DR data center effectively becomes the Primary and the Primary effectively becomes the DR data center. Replication between sites is suspended if the original primary data center is not available.

The DR data center's ability to support interfaces will vary with the specific interfaces deployed. In general, if an interface API is available via a network connection from the DR site, and the required licenses are in place, then the DR CAD may be manually connected to the interface. The DR scripts do not include interface specific changes.

Failover from Primary to DR Site

Transition from the primary data center to the recovery data center is a manual process executed by a System Administrator. The process involves three steps:

Step 1 - Troubleshooting: The PremierOne CAD System Administrator determines that there is a problem with the primary data center servers. PremierOne Systems Management software monitors the health of the primary data center. The system management console will raise appropriate alerts when an error condition occurs. The system administrator assesses the alerts and determines if transitioning to the recovery site is warranted. This determination may be based on SCOM alerts, CAD Client user reports, or monitoring the SQL Always On dashboard. The System Administrator then investigates the issue and determines if a failover to the DR site is warranted.

Step 2 - Site Failover: The failover from the primary data center to the DR site is a manual process performed by the System Administrator. Using a step-by-step disaster recovery process, the system administrator initiates the transition between the primary data center and the recovery data center using the PremierOne System Management console. DR scripts automate the transition process. The DR scripts may be initiated from either the primary or recovery data center.

Step 3 - Client Redirect: CAD clients access the PremierOne CAD application server by Host Name. The DNS configuration specifies whether the clients are directed to the primary application



servers or the DR servers. During the manual failover process the System Administrator must redirect the PremierOne CAD clients to the recovery data center by updating the DNS service pointer records to reflect the IP address of the recovery data center.

Failover from DR to Primary Site

The failover process from the DR site to the primary site follows the same process described above. There are specific failover scripts for Primary to DR failover and DR to Primary failover:

Additional action may be required in the event the primary site has been down for an extended period of time. After a period of non-replication there may be a significant difference between the DR database and the primary site database. This can tax the network connection between the sites. The alternative is taking the system off line, backing up the DR databases, and using the backups to reseed the primary site databases. The System Administrator can then restart replication between the sites and proceed with the failover to the primary site. The need for database reseeding is determined by the duration of the primary site outage and available disk space to queue data for replication.

The specific time is unique to each implementation and is a function of CAD activity, disk space, and network capacity. As a general rule, the database need not be reseeded during scheduled failovers and should be reseeded after a primary site outage that lasts longer than a few hours.

CAD DR User Experience

The PremierOne CAD is not available during the DR failover process. Dispatch and Mobile clients will not have access to the CAD servers during the transition process and the client will be unresponsive. If a user attempts to log into the CAD system from a client, they will receive an error message indicating that the application server is not available.

CAD DR Performance

The DR solution is distinct from the High Availability design. It provides geographic site redundancy that allows an agency to resume normal CAD operations after transitioning operation to a recovery data center. After the initial diagnostic and troubleshooting process, the transition process is manually initiated and requires approximately 30 minutes to complete. After the failover is complete the DNS must be updated to redirect CAD clients to the recovery data center.

Asynchronous replication is used to prevent performance impacts resulting from network latency between the primary and recovery data centers. As a result, the data at the recovery data center may lag behind the primary center's data by several seconds. The actual time depends on network latency and the activity on the PremierOne system. During a scheduled failover, the PremierOne services in the primary data center are stopped and the replication to the recovery data center is allowed complete. An unscheduled or instantaneous failure of the primary data center may result in a small amount of data loss. The actual data loss is a function of CAD activity and network connection speed.

1.7 TECHNICAL CONSIDERATIONS AND DESIGN REQUIREMENTS

Network and Environment Requirements referred to in this section are those requirements found in TCP/IP Network and Data Center Requirements sections of this document. Motorola Solutions is not responsible for the level of service, bandwidth and coverage a wireless network carrier provides.

The server hardware will be setup and staged at a Motorola Solutions staging facility where the system will be configured using PremierOne's IP schema using the firewalls for address translation to the County's network.



The hardware and licensing identified in this solution may be subject to change. As technology continues to advance, Motorola Solutions may take advantage of new and different offerings for the betterment of the County. Any changes will be reviewed with the County.

1.7.1 County Responsibilities:

1. Supply Windows Server Client Access Licenses (CALs) for all PremierOne client devices accessing PremierOne CAD and PremierOne Mobile.
2. Supply Mobile Device Management (MDM) software for Mobile devices, as desired by the County.
3. Provide a single geodatabase data including any preparation and/or editing, if necessary, to meets PremierOne GIS Build Requirements for the purpose of address validation.
4. Supply the Esri ArcGIS Desktop and Network Analyst extension software required for editing of GIS data as described in Table 5.
5. Provide wireless connectivity and middleware to deliver mobile Virtual Private Network (mVPN) with routing and IP persistence to the PremierOne network. Optimal PremierOne application performance on mobile workstations requires 4G connectivity.
6. Provide a site adhering to the Site Requirements for the installation, housing, operation, and maintenance of all equipment. The space provided must be able to contain the entire rack dimensions as specified in Site Requirements.
7. Provide power connectivity (power receptacles, and any other receptacles required within manufacturer recommended cable run lengths of the equipment and all supplemental components), power distribution units, and power to the system in the designated installation location. The anticipated quantity and type of connectivity as well as the power draw of the system have been identified in Site Requirements. The final system specifications will be provided during deployment as part of the hardware ordering process.
8. Provide active cooling and humidity control for the designated installation location. The cooling requirements and the operating temperature range of the system have been identified in Site Requirements. The final system specifications will be provided during deployment as part of the hardware ordering process.
9. Provide network connectivity to clients as specified in the Network Requirements. Motorola has included network hardware for the PremierOne server architecture. Networking hardware for the connectivity outside the PremierOne LAN must be provided by the County.
10. Provide a network diagram depicting all the devices, device types, and interfaces that the PremierOne system will connect to and through, including, but not limited to all blocked ports, hubs, switches, routers, firewalls, and any other network equipment.
11. Provide IP addresses on the County's network for the PremierOne Servers and third-party application servers. All server names and IP addresses behind Motorola Solutions Firewalls cannot be changed
12. Provide external interface connection demarcation points at locations agreed to by Motorola. These locations shall normally be adjacent to the PremierOne equipment rack.
13. Provide access, administrative or otherwise, to appropriate systems, locations, information, tools, and equipment to ensure proper connectivity, installation, operations, and maintenance of the system.
14. Provide 24-hour access to a secured two-way Internet connection to the PremierOne firewalls for the purposes of deployment, maintenance and monitoring.



15. Provide for outbound Internet connectivity initialized by PremierOne Servers.
16. Motorola Solutions delivery model is reliant upon our ability to perform some tasks remotely. As such secure, remote broadband access is required for remote deployment, monitoring and support of the system. County-provided high speed internet access with minimum of 10 Mbps is required at the time of project kickoff and must remain available to Motorola Solutions throughout warranty and support periods to accommodate remote support of the system. In the event that dedicated links are required, a minimum of 7.5 Mbps upload and download access is required. It is the County's responsibility to ensure that the aforementioned capacity is available. In the event remote broadband access is not available to Motorola Solutions preventing us from delivering the contracted service remotely, Motorola Solutions will provide service on-site at additional cost. The additional cost will be presented to the County via the change provision of the contract prior to the delivery of the on-site service.
17. Provide 3 NTP timing sources available to the PremierOne Servers.
18. Provide, install maintain and service any software as required for anti-viral, anti-malware protection on the system. If the software requires connectivity to a central server for maintenance and updates, the connectivity including ports and access needs to be provided.
19. Install any Flashports provided under this project for the two-way radios

1.8 APPLICATION DESCRIPTIONS

The following sections provide brief descriptions of PremierOne CAD and Mobile applications and other solution applications. For more in depth information regarding the features and functions of PremierOne CAD and Mobile please refer to the product Functional System Descriptions (FSDs), included as separate documents that accompany this response. PremierOne is a Commercially Off the Shelf (COTS) product. As such, no software development to the application framework is provided.

1.8.1 PremierOne CAD with Automatic Resource Location (ARL)

Motorola has designed PremierOne CAD to be the central convergence point for communications from multiple sources and systems, mission-critical information and resource management.

The user interface offers quick access to information via a location-based, Esri standard GIS map. Users perform commands and functions using a mouse, command lines, function keys, shortcuts, or user definable right click menus. The GPS-aided resource management tool displays the location and identity of GPS equipped vehicles. If deploying PremierOne Responder Location, personnel through the use of GPS and data equipped radios enables a coordinated response while further supporting officer safety.

PremierOne supports Direct GPS Connection where location information is sent directly to PremierOne without the use of the PremierOne Mobile client application. Direct GPS Connection requires that device location be reported to PremierOne using Trimble ASCII Interface Protocol (TAIP) with a unique identifier over Uniform Datagram Protocol (UDP).

Users can create incidents from public telephone calls, from information received from an officer or from another public safety agency, or through an alarm interface. Once the user enters basic details of the incident into the system, users may dispatch field personnel to handle the incident. Users may update incidents with additional details such as information about the handling of the incident. Once the user has completed the incident in an appropriate fashion, the user then can close the incident.



Field personnel may use PremierOne CAD to retrieve details about incidents or to make incident updates. Additionally, supervisory personnel may use the PremierOne CAD to monitor the operations of the communications center, the handling of incidents and field unit statistics.

PremierOne CAD functions as a standalone product but also seamlessly integrates with Motorola's PremierOne Mobile and Records application. PremierOne CAD may also be integrated with other Motorola and third-party systems.

In PremierOne CAD, ARL is used in recommendations to track the location of emergency vehicles to determine their present location when requiring units to respond to an incident. By adding ARL recommendations to PremierOne CAD, PremierOne CAD can make recommendations based on the actual location of units rather than recommending units solely based on jurisdictional assignment.

1.8.1.1 PremierOne CAD Concepts

User Input

Users may operate PremierOne CAD either with or without a mouse. While all commands and actions within the application can be accessed with the mouse, users also may drive PremierOne CAD almost exclusively from the keyboard. A few PremierOne CAD functions, such as selecting units from a map, must be performed with a mouse.

Work and Status Monitors

Users perform the majority of actions within PremierOne CAD's work monitor. Status monitors present summary information about incidents or units. A user may have one or more status monitor windows available at the workstation.

Security and Roles

PremierOne CAD recognizes authorized users and provide access to individually authorized functions at the time of sign-on. To facilitate these responsibilities, access rights and permissions are associated with the various functions available within PremierOne CAD. A role is a set of specified privileges which provide access to data, commands, forms, devices, and functions. Each user and device is assigned to one or more of the default of the County created roles.

Units, Incidents and Dispatching

A unit within PremierOne CAD represents the resources which are dispatched or monitored by the communications center personnel. All units in the system are identified with a unit id which is typically the radio call sign for the unit. Users can initiate incidents from the command line or from the incident initiation form. The system provides a user with four methods to begin the incident dispatching process. These four methods include:

- Dispatch incident function key
- Incident dispatch command
- Dispatch form
- Drag and drop feature within status monitors and map.

Incident Management

In addition to initiating and dispatching incidents, users can manage existing incidents through the various incident management features of PremierOne CAD:

- Updating existing incident information
- Associating incidents



- Disassociating incidents
- Cloning incidents
- Closing incidents
- Reopening incidents
- Displaying a summary list of incidents
- Searching for incidents

Unit Management

Users have the ability to monitor and maintain the current activities for each unit through the various unit management features:

- View and update unit assignment data
- Make unit status changes
- Manipulate a unit's call stack
- Transfer units
- View a unit's history
- Move units from one station or area to another station or area
- View the current activities for a unit
- Assign crews
- Clear units from an incident
- Manipulate units that are assigned to incidents
- Move resources to cover depleted stations or areas
- PremierOne CAD can alter a unit's capabilities based on the personnel assigned to that unit.

Federal, State and Local Queries

PremierOne CAD allows users to submit requests for information to external databases. These external queries can involve local agencies and also state and federal agencies. External databases all have their own data formats and respond to submitted queries with one or more responses.

Maps

PremierOne mapping utilizes products from Environmental Systems Research Institute (Esri) for geo-processing. The display of maps is an integrated component within PremierOne CAD. The map may be configured to automatically display when the user signs on to the workstation. A number of commands and functions allow the user to manipulate the map and make updates in response to user actions. The map may be configured to display an icon at this location to assist the call taker in determining the location at which an emergency response is required. The system also attempts to find the nearest address/common place to the caller coordinates

Mail & Messaging Services

The mail and messaging functionalities of PremierOne CAD allow users to exchange and distribute electronic mail and messages within the dispatch center and to units equipped with MDTs

1.8.2 PremierOne Mobile with Mobile Mapping

PremierOne Mobile provides public safety personnel the ability to assess and prepare for a situation while en route to the scene. Users access information via screen configurations that provides navigation throughout the PremierOne Mobile application.

The integrated map provides the user the ability to display call location, drive directions, premise hazards and the location of other units. PremierOne Mobile leverages the same common map



platform used in PremierOne CAD, which is managed and provisioned from a centralized location and deployed to all systems remotely.

PremierOne Mobile obtains location information from a collocated GPS receiver. It supports either the Trimble ASCII Interface Protocol (TAIP) or National Marine Electronics Association (NMEA) standard. The PremierOne Mobile client application can send its location to PremierOne CAD via a cellular data modem. The vehicle location information is used by PremierOne CAD to support location dependent features including: Mapping, Track-It, Follow-It, and Recommendations.

1.9 PREMIERONE SERVICE SOLUTIONS

The following sections provide brief descriptions of service solutions delivered as part of the PremierOne offering.

1.9.1 Intelligent Data Discovery Services (IDD) for PremierOne CAD

PremierOne IDD Services include instruction in the use of advanced SQL Server Reporting Services (SSRS) features which will allow for the connection, extraction, and display of data from PremierOne CAD in the tailored standard IDD and customized dashboards.

IDD's use of Microsoft's SSRS employs the data to generate and securely share online dashboards and reports, initiate searches and mine data. The PremierOne IDD services include the following dashboards:

- 3 Tailored Standard Dashboards
 - Roll Call Briefing Dashboard
 - Intelligent Resource Deployment Dashboard
 - COMPSTAT Dashboard
- View Only CAD IDD bundle
 - Unit Status
 - Unit History
 - Map
 - Incident Search
 - Drill-through to Incident Details and Officer Activity Reports
- 2 Customized Dashboards (built during IDD Training)
- 2 days of consultative services pertaining to reports and dashboards for PremierOne
- 2 days of PremierOne Intelligent Data Discovery (IDD) Training, after completion of training requirements.

A single copy of each of the Standard IDD dashboards will be tailored per the provisioning of the PremierOne CAD system, and delivered to the site. IDD is limited to data existing in the PremierOne dataset. Microsoft's SSRS is a reporting and report distribution application. A map view of the data, such as location of Incidents, may be produced as part of the report output, but, with no interactive mapping ability. Total system capacity for IDD is dependent upon the total number of concurrent reports being requested from the RDW server. Final system capacity is dependent upon final design and report types being generated on a concurrent basis.

1.9.2 Motorola Radio Integration

1.9.2.1 MCC7500 Console Integration

The MCC7500 console integration enables the Channel Grouping feature from CAD.

The Channel Grouping feature is available when PremierOne CAD is interfaced to the Motorola MCC7500 Radio Console. From a window within the CAD client, the user can use predefined groups or create and maintain their own groups. Groups can be activated as multi-selects on the radio console at the discretion of the user. When the group is utilized, the CAD client will show the status and will allow the user to transmit on all the selected talkgroups. The user can make a priority transmission or may request the use of the talkgroups by alerting the other users with an audible notification. PremierOne CAD can also be provisioned to automatically load a particular channel group based on the geographical location of an incident.

1.9.2.2 Push-to-Talk (PTT) and Emergency Button Activation Monitor

An emergency situation can be triggered either by the Radio Emergency button or the Emergency icon on the PremierOne Mobile client.

A radio PTT status monitor window displays an identification of the source of a configurable number of the most recent radio transmission. The information shown to identify the radio varies depending on how the radio has been identified within the system. If the radio has been associated with a unit, a vehicle, or a person, the system identifies that unit, vehicle, or person as the source of the transmission. If an association has not been made, the system displays the id of the radio.

Any radio that is in emergency status will be displayed in a distinctly different manner in PremierOne CAD's work monitor window. Every time a unit keys up a radio that is in emergency status, the display in the PTT window will show the unit is in emergency status.

Radio Channels that are to be monitored by CAD and have their status displayed on the PTT Status monitor must be selected by the CAD User using the CT command. This allows for a dispatcher to select only those channels that need to be monitored and may be associated with a dispatcher's coverage area.

Once the channels are selected, enabling the PTT Status Monitor will ensure that all radio traffic on that channel is monitored and displayed.



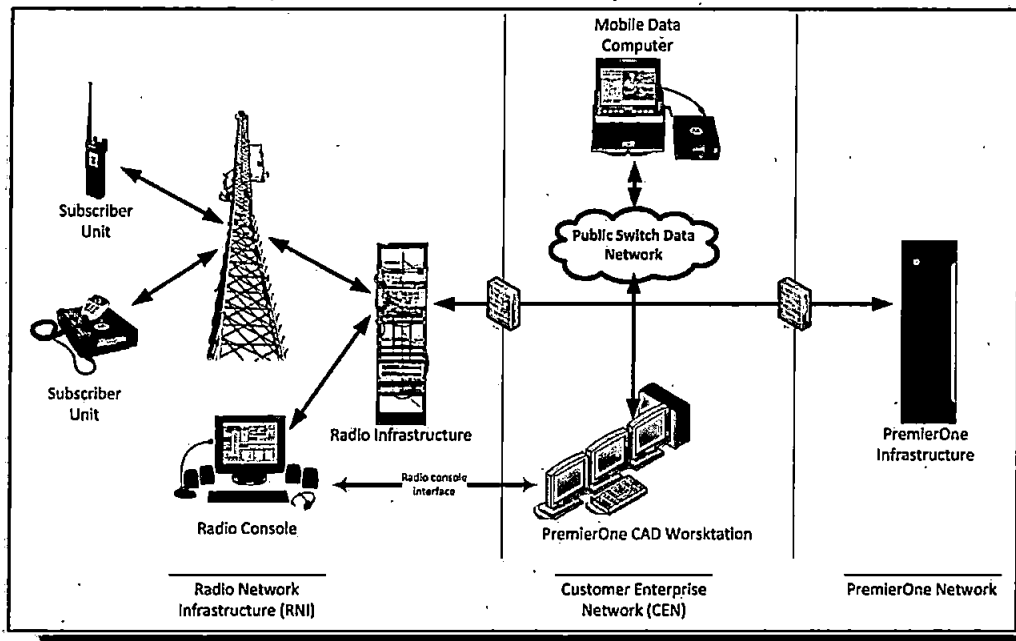


Table 1-14. Radio Integration Diagram

CADICAD: Radio Proxy server

The PremierOne element providing the main radio infrastructure interface is the CADICAD server. This stand-alone Server provides proxy functions from the Radio Infrastructure to the CAD system. CADICAD can support ASTRO 25 Integrated Voice and Data (IV&D) Conventional as well as Trunking systems. There are three supported interface protocols from the ASTRO systems: CADI, ATIA, and AIS. ATIA and CADI interfaces are also supported on ASTRO 25 Trunking systems.

The CADICAD Server provides four types of data from the Radio system to the CAD system. These include specific radio initiated events as follows:

- Non-PTT Events
- PTT Events
- Emergency status
- Unit Status Change

1.9.3 ASTRO 25 Advanced Messaging & Responder Location Integration

The core features of ASTRO 25 Advanced Messaging are integrated with PremierOne CAD:

- ASTRO 25 Subscriber messaging including dispatch notification and BOLO's. (**Purchase Option**)
- ASTRO 25 Subscriber Responder Location

The PremierOne Subscriber Responder Location feature is included in this solution. The PremierOne Subscriber Messaging feature is a purchase option.

PremierOne CAD provides dispatchers the ability to manage incidents and field resources using "data dispatches" delivered to individuals or groups of recipients. Data dispatches are similar to messages in that they are text based, however, data dispatches have specific fields within their text which are

“content adapted” for delivery to portable subscriber radio units. This allows the agency to select which fields of a data dispatch are delivered to the portable subscriber radio units for first responder ease of use.

The Responder Location Feature allows PremierOne to obtain the location of subscriber radios via the ASTRO 25 infrastructure. This capability allows dispatchers and supervisors to monitor the location of personnel who are using ASTRO subscribers. The location update rate is configured on a per Unit Status basis allowing specific location cadences for statuses such as Emergency, In-Route, etc. Location services are enabled on a per subscriber basis allowing agencies to limit its use to portable radios or other specific groups.

Vehicle location can be obtained via Direct GPS or a GPS equipped MDT. These methods use cellular data and can provide a higher location reporting rate than narrow band radio systems.

1.9.3.1 ASTRO Subscriber Requirements

The Responder Location feature requires APX portable or mobile subscribers equipped with a GPS receiver, the current subscriber firmware version, and the Enhanced Data option. XTL/XTS subscribers do not support Enhanced Data and are not recommended for use with Responder Location.

1.9.3.2 ASTRO Infrastructure Requirements

When deploying an ASTRO 25 infrastructure with IMW, the messaging and location functionality described with the PremierOne CAD can be enabled as part of that effort. Services, hardware, and subscriber licensing associated with the implementation and maintenance of ASTRO 25 Advanced Messaging with Responder Location licenses are not included in this proposal and may be provided as part of an ASTRO 25 voice/data communications proposal.

ASTRO systems must be properly equipped and licensed to support data operation. The minimum requirements are ASTRO 7.14 infrastructure with Enhanced Data, IMW 5.x, a GGSN and a Packet Data Gateway for each zone.

The proposed solution will utilize the existing ASTRO infrastructure. The system is currently configured with IMW and in the deployment process with Enhanced Data. A capacity study must be performed to determine the system’s ability to accommodate Messaging and Responder Location features.

1.9.3.3 ASTRO System Capacity

ASTRO communication systems utilize narrowband channels to support voice and data communications. The capacity of ASTRO systems, that is, the volume of voice and data traffic they can support, varies with the number of channels in the system and the system architecture (multi-site, simulcast). The ASTRO infrastructure provides two types of packet data bearer service between data enabled subscribers and host applications:

- Integrated Voice & Data (IV&D) is a P25 compliant data service that is integrated with trunked voice services. Trunked data allows data transmission inbound from a data enabled trunked subscriber through the ASTRO Infrastructure to a host application in a connected Customer Enterprise Network.
- Enhanced Data is a data solution based on Phase 2 voice signaling. It allows data transmission inbound only, and is primarily used for periodic location update messages. Enhanced Data offers



a 12-fold improvement in inbound location reporting capacity over Trunked IV&D. Its use is limited to Motorola APX subscribers.

The Advanced Messaging and Automatic Responder location (ARL) features can utilize an ASTRO system for data transport. The messaging and location reporting parameters configured in PremierOne have a dramatic impact on feature performance and on ASTRO data utilization. It's critical to take the ASTRO system's configuration and capacity into account when configuring these application features.

The table below provides general guidelines for the channel utilization of Enhanced Data channels supporting ASTRO location data only. PremierOne CAD control signaling and other data applications such as, Messaging, OTAP, OTAR, and Radio Management also require data capacity and will increase data channel utilization.

ASTRO Data Solution	Capacity Guidelines (Location updates only)
IV&D Enhanced Data (w/ Header Compression)	150 Users per channel at 30 second location cadence 300 Users per channel at 60 second location cadence 1 channel for IMW Registration per 500 Users

During system deployment Motorola will perform a detailed capacity analysis prior to finalizing the PremierOne Messaging and Responder Location feature configurations. Motorola's Hydra coverage analysis tool allows the system engineer to assess both the system's RF coverage and its voice and data utilization. All potential data sources will be analyzed including Radio Management, OTAP, OTAR, text messaging, and PremierOne. The analysis process will accurately determine the volume of Messaging and Responder Location data that the ASTRO system can support.

1.9.3.4 ASTRO Location Accuracy

There are a number of factors that impact the accuracy of ASTRO location updates. Some are a fundamental aspect of the Global Positioning System design such as the need to "see" satellites. Others are a result of the ASTRO system implementation and configuration settings. These settings can be adjusted for a specific implementation, but always involve a trade-off between competing system characteristics.

GPS Signal Availability

The ASTRO subscriber's GPS antenna must be able to receive GPS signals from five or more satellites to accurately derive a location. Operation in buildings, tunnels, urban canyons, or densely forested areas can reduce GPS location accuracy or prevent the subscriber from determining its location altogether.

Temporary Signal Loss

ASTRO subscribers cache their last known location. In the event that an ASTRO subscriber loses GPS fix, it will send its last known location in response to a location query or scheduled location update. The subscriber will send its last known location for up to 100 seconds after losing GPS fix. The accuracy of the location updates sent during temporary signal loss is a function of the subscriber speed.

GPS Acquisition Time

When ASTRO subscribers are powered on they require a finite amount of time to accurately establish their location. This is referred to as Time to First Fix (TTFF). In the Cold Start scenario, a subscriber is turned on after a prolonged period of time and does not have an accurate estimate of its position or time. TTFF in this case is <60 seconds 95% of the time. In a Warm Start scenario, the subscriber is

turned on and has an accurate location and time estimate. TTFF in this case is <10 seconds 95% of the time. This can result in a delay between subscriber power up and the first accurate location update. For example, if an officer turns on a portable radio when exiting the vehicle, the Responder Location CAD feature may not receive an accurate location update for over a minute.

GPS Sleep Cycle

APX subscribers use a sleep cycle to conserve battery life when GPS signal lock cannot be achieved. When the GPS receiver enters sleep cycle it powers down for 90 seconds then wakes and searches for GPS signal lock for 180 seconds. If it is able to achieve GPS signal lock it will remain awake, otherwise it will return to sleep for another 90 seconds. This behavior can result in a delay between the time when a subscriber moves into a location with GPS signal (e.g. goes outside) and its first location update.

Voice Priority

ASTRO IV&D subscribers give priority to voice transmissions. If a user is talking on their radio or receiving a transmission from another user, their radio cannot originate or receive data traffic. This voice preference results in data packets being queued within the radio for transmission when the radio is not participating in a voice service. Packets are discarded if they are older than the 12 second queue dwell timer. This can cause a variable arrival rate of location update reports at PremierOne.

Open Mic on Emergency

ASTRO subscribers can be configured to transmit audio after the Emergency Button is pressed. This will prevent the subscriber from transmitting location updates until the radio de-keys.



SAMPLE PROJECT MANAGEMENT PLAN

2.1 PROJECT APPROACH

Motorola Solutions is an experienced prime contractor and integrator of statewide, countywide, and citywide projects. Many members of Motorola Solutions' project staff have played key roles in designing and implementing systems similar in size and scope as proposed for the County. Motorola Solutions is proud of our legacy of industry leadership and our history of close working relationships with many state and local government users.

Motorola Solutions provides project managers, solutions architects, application specialists and system technologists focused on the design, deployment, and support of public safety systems. Our personnel have deployed PremierOne applications in hundreds of agencies and have developed the system integration expertise and methodologies to deploy mission critical systems for Public Safety agencies.

Our project team will be the County's partner for the entire life of the system, from planning and designing the system in the proposal stage to deploying and integrating the solution as quickly, efficiently, and cost-effectively as possible without subordinating quality, cost or schedule.

The project management methodology to be used in this project is based on the principles of the Project Management Institute's *Project Management Body of Knowledge (PMBOK)* and Motorola Solutions' extensive experience in project implementation. It includes processes to guide initiating, planning, executing, controlling, and closing projects to ensure on time and on budget completion while meeting the quality expectations of the stakeholders.

The project will be implemented in accordance with this Project Management Plan that will be reviewed and updated during the planning phase of the project. The Project Management Plan defines the project scope, schedule, and quality expectations of the project, and to provide a comprehensive strategy for managing the project. This document, combined with the Statement of Work, Project Schedule, Training Plan, Acceptance Test Plan and Cut-over Plan comprise the documents that are collectively referred to as the Project Plan.

2.1.1 Project Management

Motorola Solutions' project management approach has been developed and refined based on lessons learned in the execution of hundreds of system implementations. Using experienced and dedicated people, industry-leading processes, and integrated software tools for effective project execution and control, we have developed and refined practices that ensure appropriate design, production, and testing is optimized to deliver a high quality, feature-rich system.

Motorola Solutions employs intelligent project management processes and tools such as Microsoft Project for schedule development and control and managing schedule and budget, and systematic Risk Management to assist the project team in accurately forecasting and effectively controlling project activities. The use of these tools results in higher quality system design and operation, quicker implementation, reduced project risk and total cost of ownership, and greater end user satisfaction.

The assigned PM for each organization shall be the business representative and point of contact for the organization, responsible for coordination of the organization's resources and activities. The PM shall schedule all activities and resources as required to execute tasks, initiate review meetings, provide status information to their counterpart, and generally oversee the execution of the project plan. Project management is an ongoing activity for the duration of the project and should be assumed to be part of every project task.

2.1.1.1 Motorola Solutions PM

1. We will designate a PM who will direct the efforts of our project team and the efforts of Motorola Solutions' subcontractors and third party vendors and serve as the primary point of contact for the County. The responsibilities of the Motorola Solutions PM include:
2. Maintaining the Project Management Plan.
3. Maintaining project communications with the County's PM.
4. Managing the efforts of Motorola Solutions staff and coordinate activities with the County's project team members.
5. Managing Motorola Solutions' subcontractors and third party vendors and integrating the delivery of third party content into the project.
6. Measuring, evaluating and reporting the progress against the project schedule.
7. Resolving deviations from the project schedule.
8. Monitoring the project to ensure that support resources are available as scheduled and as identified in the contract.
9. Coordinating and overseeing the installation of all licensed Motorola Solutions application software.
10. Reviewing and administering change control procedures with the County's PM and in accordance with the change management provisions of the Agreement.
11. Conducting status meetings in person on a monthly basis and/or via teleconference or as may be reasonably required to discuss project status.
12. Preparing and submitting a monthly status report that identifies the activities of the previous month, as well as activities planned for the current month, including an updated project schedule and action item log.
13. Providing timely responses to issues related to project progress raised by the County's PM.

2.1.1.2 County PM

The County will designate a PM who will direct the County's efforts and serve as the primary point of contact for Motorola. Responsibilities of the County PM include:

1. Maintaining project communications with the Motorola Solutions PM.
2. Identifying the efforts required of County staff to meet the task requirements and milestones in the Statement of Work and project schedule.
3. Consolidate all project-related questions and queries from County staff to present to the Motorola Solutions PM.
4. Reviewing the project schedule with the Motorola Solutions PM and assisting in finalizing the detailed tasks, task dates and responsibilities.



5. Measuring and evaluating progress against the project schedule.
6. Monitoring the project to ensure that resources are available as scheduled.
7. Attending status meetings.
8. Providing timely responses to issues related to project progress raised by the Motorola Solutions PM.
9. Liaising and coordinating with other agencies, County vendors, contractors and common carriers.
10. Reviewing and administering change control procedures, hardware and software certification, and all related project tasks required to maintain the implementation schedule.
11. Ensuring County vendors' adherence to overall project schedule and plan. Identifying signatory personnel authorized to approve and release payment and approving and releasing payments in a timely manner.
12. Assigning one or more personnel who will work with Motorola Solutions staff as needed for the duration of the project, including at least one application administrator for CAD and one or more representative(s) from the IT department.
13. Identify the resource that has the authority to formally acknowledge and approve change orders, approval letter(s) and milestone recognition certificates and to approve and release payments in a timely manner.
14. Providing building access to Motorola Solutions personnel to all facilities where the system is to be installed during the project. Temporary identification cards should be issued to Motorola Solutions personnel if required for access to County facilities. Access must be available twenty-four (24) hours a day during the course of this project.
15. As applicable to the PremierOne installation, assuming responsibility for all fees for licenses and inspections and for any delays associated with inspections due to required permits.
16. Providing reasonable care to prevent equipment exposure to contaminants that cause damage to the equipment or interruption of service.
17. Ensure a safe work environment for Motorola Solutions personnel.
If problems are encountered with hazardous materials, Motorola Solutions will immediately halt work and the County will be responsible for the abatement of the problem or Motorola Solutions and the County will jointly come to a mutual agreement on an alternative solution.

2.1.2 Team Organization

The Motorola Solutions Software Enterprise organization is comprised of business groups that support the development and implementation of complex public safety communications systems. Members of several of these groups are involved from the proposed solution conception through system completion.

The Motorola Solutions project team includes the project manager (PM) and subject matter specialists for each discipline (CAD, Mobile) and the various implementation activities.

- SAs own the technical solution and have full responsibility for system design and performance, ensuring the technical integrity of the system design from contract throughout the entire project life-cycle. The SAs design the system and participate in the Contract Design Review (CDR) to confirm the system design meets the contracted requirements.
- ST's are responsible for staging and on-site installation of all system equipment, including establishing connectivity with the County's network(s) and external systems.

- The Application Specialists work the County to perform business process reviews of dispatch, mobile dispatch operations to enable them to provide support and guidance to the County regarding provisioning options and parameters that impact the functional usage of the system and conduct training.
- The GIS Application Specialist works with the County's GIS Administrator to perform data analysis of the current data, review new/additional data and assist the GIS Administrator in creating data requirements based on the CAD operational needs. The GIS AS works with the CAD/Mobile Application Specialists to be sure the GIS data is consistent with the defined provisioning approach.
- Other groups support the efforts of the core team to ensure the successful implementation of the PremierOne solution.

The County's core project team should consist of a PM, a transformation lead, an application administrator, system administrator, subject matter experts (SMEs) from each primary discipline (CAD, Mobile) who will become system "super users" and who are empowered to make provisioning decisions on behalf of the agency, a GIS administrator, IT personnel, and training representatives. Note that in some cases, one person may fill more than one role. The project team must be committed to participate in activities for a successful deployment. Team member roles are generally described below:

- The PM shall be the business representative and primary point of contact and is responsible for coordination of resources and activities. The PM shall schedule all activities and resources as required to execute tasks, initiate review meetings, approve deliverables, provide status information to the Motorola Solutions PM, and generally oversee the execution of this plan.
- The application administrator(s) will participate in overall implementation and training activities to gain an understanding of the software, interfaces and functionality of the system. This/these resources will participate with the SMEs during the business process review, provisioning process and training and should have the authority to making global provisioning choices and decisions, and will be the point(s) of contact for reporting and verifying problems and maintaining provisioning. This includes obtaining inputs from other user agency stakeholders related to business processes and provisioning.
- The system administrator will be engaged in activities related to the installation and maintenance of the system infrastructure and equipment, networking, and software deployment.
- The transformation lead, who may or may not be your project manager, must be able to holistically represent your organization and be able to work cross functionally between Motorola Solutions, your organization and all stakeholders involved in the deployment of your new system. The transformation lead must be empowered to acknowledge the resource and time commitments required of your organization and authorize Motorola Solutions to proceed with scheduling the Project Kickoff event.
- The SMEs (super users) are the core group of users that will be involved with the business process reviews and analysis, the provisioning process, including making global provisioning choices and decisions, and training. These members should be experienced users in the working area(s) they represent, i.e. dispatch, patrol, records management, investigations, etc. and should be empowered to make decisions related to provisioning elements, workflows, screen layouts, etc.
- The GIS administrator provides GIS data in the correct schema and develops, maintains and updates GIS data elements for use on the PremierOne server, CAD consoles and mobile units. The GIS administrator must have an in-depth knowledge (preferably 3-5 years of working experience) of ArcGIS to include ArcMap, ArcCatalog and ArcToolbox. They should have a working knowledge of MXD creation. It is highly recommended that the GIS Administrator also



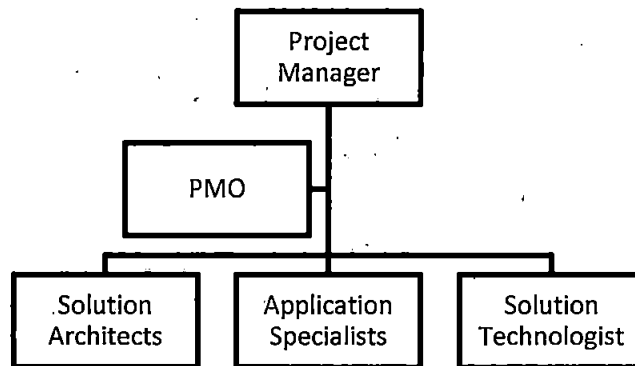
have a working knowledge of database structure, SQL, SQL Management Studio and the CAD dispatch process.

- IT personnel provide required information related to LAN, WAN, wireless networks, server and client infrastructure and must also be familiar with connectivity to internal, external and third party systems to which PremierOne will interface. These resources will be responsible for assisting with the implementation of the system equipment, maintaining the system infrastructure, performing backups, Windows/firmware updates, and other system administration and maintenance activities.
- Training representatives will be the point of contact for the Motorola Solutions AS when policy and procedural questions arise, act as course facilitators and are the County's educational monitors.
- Additional resources, such as trainers and database administrators may also be required. One or more resource with a background in public safety and with a familiarity with information technology are appropriate for developing modules. For example, a resource with a background in public safety and with a familiarity of information technology is appropriate for developing modules in Records and resources that will be responsible for ad-hoc reporting should have experience with database reporting experience.
- User agency stakeholders, if the system is deployed in a multi-agency environment, are those resources representing agencies outside of the contracting/primary agency. These resources will provide provisioning inputs to the SMEs if operations for these agencies differ from that of the core agency.

2.1.2.1 Organization Chart

An organizational chart is a graphic display of the project organization which shows relationships. It also communicates the project structure.

Table 2-1: High Level Org Chart



2.2 PROJECT REPOSITORY AND PROJECT CONTROL REGISTER

The official project repository is the location where all project documentation will be stored. This repository will be the primary repository of record in accordance with the records retention requirements of the performing organization's policies.

The project repository will be located at a Motorola provided Google site.

The repository is the primary tool the project manager will use to manage and control the project, and contains areas for the following:

- Customer meeting minutes
- Project schedule
- Action Item Register
- Risk Management Plan
- Approved Change Orders
- Approved Business Process Review Report
- Records Detailed Design Document
- Approved ACT work
- Provisioning Checkpoint progress report
- Signed Milestone certificates
- Final Bill of Materials
- Technical Project Documentation
 - Interface Specification Documents
 - Approved Site Survey
 - Network diagram, showing interfaces
- Acceptance Test Plan results (ATP)
- Shipping Documents
- Standard User Documentation
- Kickoff Presentation with Customer Design Review Presentations

2.3 SCHEDULE MANAGEMENT

Schedule management includes the processes required to manage timely completion of the project. The objective of the schedule management plan is to establish a structured, repeatable schedule management process to ensure the following:

- Creation of a master, detailed schedule.
- Creation of a baseline for the originally planned work start and finish dates.
- Regular updates to the schedule.
- Routine monitoring of the progress of all activities against the baseline.
- Regular reporting of variance against the baseline.
- Corrective action taken if the project deviates significantly from the plan.
- Any new commitments or changes to planned work follow the change control procedure.
- Utilization of a scheduling tool to maintain a consistent schedule structure.

The schedule for this project will be maintained using Microsoft Project. The project schedule will be baselined before work on activities begins. The schedule will be stored in the project repository. Over the course of the project, the Motorola Project Manager will request the County to sign off on progress and billing different types of milestones.

2.3.1 Milestones

Progress Milestones memorialize completion of work during the project and could include events such as training completion, Interface Requirements Documents and other major deliverables. In addition, all contractual billing events will be memorialized with completion of a Milestone Certificate.



At such time a milestone event takes place, Motorola Solutions will submit a completed Deliverable Milestone Notification either via an informal email for minor milestones or in the form of a milestone certificate for major milestones. The County will identify the resource that has the authority to formally acknowledge and approve the Deliverable Milestone Notifications to whom Motorola Solutions will deliver the Notifications. Upon receiving a Deliverable Milestone Notification, the County will have fifteen (15) business days to approve or reject the Notification, including reasons for the rejection, in written form or electronically via email.

If the Deliverable Milestone Notification is rejected within the fifteen days, Motorola Solutions will address the reasons for rejection and resubmit the Deliverable Milestone Notification. The fifteen business day cycle will then be repeated until approval is achieved. Failure to acknowledge Milestone Notifications within the fifteen-day period may adversely impact the project schedule.

During project initiation, the respective PMs will develop the delivery/milestone schedule.

2.3.2 Schedule Control

The schedule will be monitored and controlled by the project manager(s) in the following manner:

- Monitor the project schedule on a mutually agreed upon timeframe to determine if the project will be completed within the original effort, cost and duration.
 - Identify activities that have been completed during the previous time period and update the schedule to show they are finished and determine whether there are any other activities that should be completed but have not been.
 - If not, determine the critical path and look for ways to accelerate these activities to get the project back on its original schedule.
- Integrate any fully executed change requests into the project schedule baseline and provide project teams with an assessment of the impact on the timeline.
- Utilize performance reports to identify which dates in the schedule have or have not been met, as well as for alerting the project team to any issues that may cause schedule performance problems in the future.
- Obtain progress reports from the various project teams to monitor the status of tasks by collecting information such as start and finish dates, remaining durations for unfinished activities, and any known risks or issues.
- Changes to the schedule will be managed through the change control procedure.
- The action item register will be used as a tool to manage and report schedule variance by all project teams.

2.3.3 Cutover and Transition Plan

The Cutover Plan is a deliverable of the Motorola Solutions contract. It will be developed in conjunction with the County's project team and will consist of the tasks, resources, schedules and contingency plans put in place to support a successful cutover and transition to the customer support organization. This plan will be jointly created prior to the cutover of the PremierOne solution. Motorola Solutions will also work create a transition to support plan. This will be reviewing the contracted maintenance plan and introducing the County staff to the Motorola Solutions Support organization.

2.4 COMMUNICATION MANAGEMENT

Communications management includes the processes required to ensure timely and appropriate generation, collection, dissemination, storage, and ultimately disposition of project information.

2.4.1 Communications Management Plan

The communication tools and documents addressed in the project plan are used for communication between project team members and between the project team members and stakeholders. All of these documents will be stored in the project repository. All project team members will have access to this database.

2.4.2 Meetings

Meetings are one of the major communication tools used in this project and will be documented in the format of minutes stored in the project repository. Meeting minutes will be taken during the meeting. The project team has the opportunity to comment or change information during the meeting.

The minutes should be released within 3 days of the meeting and if applicable, approved within 3 days of receipt. Some meetings (e.g., the Executive Steering Committee meeting) may have different timelines for approval of minutes. Please see the Meetings table below for differing timelines. Minutes for a meeting will be approved by the sponsor or designee.

2.4.3 Project Communication Tools and Documentation

Following are the types of tools that may be used for communication during this project:

Table 2-2: Example of Communication tools and documents

Communication Tool	Description	Frequency	Author(s)	Recipient(s)	Location
Status Reports	Summarize progress of the project and upcoming activities, including reporting budget and schedule variance	Monthly	Project manager	Project Sponsor	Drive
Meeting Minutes	Written record of a meeting	As Needed	Facilitator or designee	Meeting attendees and other interested parties	Drive
Project Schedule	Tracks cost and schedule variance and budget	Monthly	Project manager	Team	Drive

2.4.3.1 Project Escalation Process

The escalation process addresses those situations when an agreement cannot be reached between the project managers and one or more of its stakeholders in a timely manner. The project managers may



enlist the assistance of its stakeholders in the resolution of an issue to ensure the resolution represents the best interests of the project and its stakeholders.

The first level in the escalation path would be to the sponsor. If the issue cannot be resolved at that level within the defined time period, the issue is escalated to the executive level.

The project team should always strive to make decisions and address items at the lowest level possible; however, when a resolution cannot be reached, the item should be escalated to ensure a decision is made before it impacts the project.

Motorola Solutions Escalation Process

If there are issues that cannot be resolved with the project team:

1. The first level in the Motorola Solutions escalation path would be to the Project Manager.
2. If the issue cannot be resolved at that level within the defined time period, then the issue can be escalated to the Regional Resource/Program Manager.
3. If the issue cannot be resolved at that level within the defined time period, the issue can be escalated to the Director of Solutions Delivery.
4. If the issue cannot be resolved at that level within the defined time period, then the issue may be escalated to the Vice-president of SPSS.

2.5 QUALITY ASSURANCE

Service Quality: At major project intervals prior to key project milestones, a Quality Review will occur that will verify the adherence to plan. Included in such reviews could be readiness for major delivery activities, including provisioning, training, installation and pre-cutover, as well as review of major project deliverables for completeness and adherence to the Statement of Work.

2.6 RISK MANAGEMENT

Risk management is the systematic process of identifying, analyzing, and responding to project risks. It includes maximizing the probability and consequences of positive events, and minimizing the probability and consequences of adverse events to project objectives.

2.6.1 Risk Management Plan

A risk is considered to be an uncertain event that has the potential to affect project implementation. The practice of risk management is intended to plan and prepare for those possibilities and identify new potential risks throughout the duration of the project.

The process for flagging and managing risks is as follows:

- **Risk Identification** - This will be done by reviewing project documentation and by conducting brainstorming sessions with the project team. During the planning phase, an initial evaluation of risks will occur by the project team, led by the project manager. A project team member can identify new risks at any point during the project.
- **Risk Response Planning** - The risk index will be used to prioritize risks. The risks will be rated using the probability and impact as estimated and the risk trigger and owner will be identified for further monitoring of the risk.

- **Risk Monitoring & Control** - The risk owner will be responsible for monitoring the risk through the project execution and will report the status during every project management meeting. Any updates to the probability or impact of the risks will be communicated to the project manager of the project. When a risk occurs during the project it will be considered an “issue” and be handled according to the agreed response plan.
- **Risk Reporting** - The risk response plan will be reviewed and updated for change in probability/impact of the existing risks, new risks identified, and any risk that occurred with the status of the response in action. The risks will be reviewed regularly at project management meetings.
- **Change Requests & Lessons Learned** - Any change to the project activities to mitigate a risk or workaround for an unidentified risk may generate change requests. These change requests will follow the procedures detailed in the Change Control section of this document. Any lessons learned will be documented in the lessons learned repository for the project.

2.7 ACTION ITEMS

An action item is defined as a question, problem, or condition that requires a follow up activity for resolution. If unsettled, an action item can become an issue, or depending upon the severity of the impact, a risk.

2.7.1 Action Items Management Plan

All action items will be documented in the project Action Item Register with the updated document being stored in the project repository. The procedures for handling an action item are as follows:

Raising the Action Item:

- All project members are responsible for identifying action items.
- The project manager designates the team member who will act as the “action item owner.”
- The owner is primarily responsible for entering the action item.
- The owner will be responsible for determining the person(s) who is/are assigned to resolve the action item and for notifying the responsible person of the action item.
- The owner is the primary point of contact responsible for action item tracking, resolution and closure.

Evaluate/Prioritize Action Items:

- The project manager, with key stakeholders, objectively assesses the priority each action item will receive with respect to its impact on the project.
- Consideration in determining priority (high, medium, or low) includes:
 - Assessing the consequences of a delayed response to an action item on quality, project cost, scope, technical success, and schedule.
 - Assessing the impact of an outstanding action item on the overall project – not just the discrete action item.
 - Identifying potential risks associated with the action item.
 - Determining possible response to resolve an outstanding action item.

Monitor and Control:

- The project team is responsible for monitoring and controlling action items weekly as follows:
 - Review action item log and assess existing action items that are not in a “Closed” status to determine if:



- ◆ The priority has changed.
- ◆ The due date needs to be changed; If the due date is past due it either needs to be extended out further, or an explanation needs to be added to the notes section providing a current update on the action item and when it is expected to be completed).
- ◆ Ownership needs to be changed.
- ◆ The action item status is “Completed” and can be “Closed”.
- Identify and assess new action items.

Communication:

- Communicate status of action items to team members and stakeholders.

Escalation:

- Once the project manager identifies that an action item due date has passed without resolution, the action item may become an issue, based on the priority and potential impact to the project.

Closing the Action Item:

- After it has been completed and communicated, it is the responsibility of the owner to close the action item.
- The project manager will audit to ensure action items are resolved and closed.

2.8 CHANGE CONTROL

Change Control is concerned with influencing the factors that create changes to ensure that changes are agreed upon, determining that a change has occurred, and managing the actual changes when and as they occur.

Changes to the project can impact a variety of areas including cost, scope, schedule, and quality. Changes to the project that impact one or more of these areas must be approved via the change control process outlined in the Contract.

A change request is used to identify a change in cost, schedule, scope, and/or quality relating to the project. The change request will specify what the change is and how it will affect cost, scope, schedule, and/or quality. There are times when the change may affect one without the others.

All change requests must be approved or rejected by the sponsor or designee and will be documented in the project repository.

2.8.1 Change Request Procedure

Motorola Solutions and the County will utilize the following change control process to manage changes during the life of the project.

1. A change request must be submitted via email to document the potential change - the email for the proposed change must be submitted to Motorola Solutions and the County’s project managers who will in turn provide it to relevant parties for assessment.
2. All change orders will be logged and tracked - the County project manager will record the request in the change management log section of the project control register and will update the log throughout the process.
3. The change will be reviewed and, if acceptable to the County, Motorola Solutions will submit to County an estimate of the impact to cost, schedule, scope, and quality.

4. Motorola Solutions will continue performing the services in accordance with the original agreement unless otherwise agreed upon by the County's project manager (work cannot commence on any new activities related to the change request until all parties agree in writing).
5. Motorola Solutions project manager and County project manager will adapt project plans to incorporate approved changes.

2.8.2 Change Control Process

Steps for the change control process are as follows:

1. Complete a write-up for the proposed change and submit copies to Motorola Solutions and County project manager(s) who will in turn provide to relevant parties for assessment.
2. Record the request in the change management log section of the project control register.
3. Investigate the impact of the proposed change (cost, schedule, scope) and evaluate the impact of not performing the change.
4. Prepare a response to the proposed change.
5. Retain the original in the project repository.
6. Motorola Solutions and County agree whether the change should be performed and obtain authorization sign-off of the change request.
7. The appropriate document is created.

If Change is not Accepted:

- Motorola Solutions project manager will discuss and document the issue with the County project manager.
- The proposed change can be modified and re-submitted, or withdrawn, if it is agreed to be non-essential (in this case, the reasons will be documented).

If Change is Accepted:

- Once the change request has been approved and signed by the authorized parties, work may begin.
- Motorola Solutions project manager and the County project manager will adapt project plans to incorporate the approved change.
- Both Motorola Solutions and the County must sign-off that a change has been complete.
- The change control log will be updated.
- The change control log will be supplied at the progress meetings and/or in status reports.

2.9 PROJECT CONTACT LIST

The respective project managers will complete the table below during kick-off.

Table 2-3: Project Team Directory

Name	Department	Role	Phone Number	E-mail Address



Name	Department	Role	Phone Number	E-mail Address



SECTION 3

STATEMENT OF WORK

3.1 CAD/MOBILE AND RECORDS STATEMENT OF WORK

This Statement of Work ("SOW") defines the principal activities and responsibilities of all parties for the implementation of the PremierOne to support public safety dispatching and Mobile operations. When assigning responsibilities, the phrase "Motorola Solutions" includes our subcontractors and third-party partners.

Deviations and changes to this SOW are subject to mutual agreement between Motorola Solutions and the County and will be addressed in accordance with the change provisions of the Contract.

3.1.1 Contract Award

Motorola Solutions and the County execute the contract and both parties receive all the necessary documentation.

3.1.2 Contract Administration and Project Initiation

After the contract is executed, the project is set up in the Motorola Solutions information and management systems. Motorola Solutions and the County assign project resources. The kick-off meeting is scheduled.

3.1.3 Project Planning and Pre-Implementation Review

A clear understanding of the needs and expectations of both Motorola Solutions and the County are critical to the successful implementation and on-going operation of your PremierOne System. In order to establish initial expectations for system deployment and to raise immediate visibility to ongoing operation and maintenance requirements, we will work with you to help you understand the impact of introducing a new system and your preparedness for the implementation and support of the PremierOne system.

Shortly after contract signing, Motorola Solutions will work one-on-one with your designated Transformation Lead/Project Manager to review the task requirements of each phase of the project and help to identify areas of potential risk due to lack of resource availability, experience or skill.

This single day on-site review focuses on the scope of implementation requirements, resource commitment requirements, cross-functional team involvement, a review of the required technical resource aptitudes and a validation of existing skills, and resource readiness in preparation for the Project Kickoff meeting.

Topics of discussion may include:

1. A review of the overall project deployment methodologies, inter-agency/inter-department decision considerations (as applicable), and third party engagement/considerations (as applicable).

2. Requirements for background investigations and/or fingerprint requirements. If fingerprints are required from Motorola Solutions employees and/or contractors, the fingerprints will be submitted on Motorola Solutions-provided FBI FD-258 Fingerprint cards.
3. The County's involvement in system provisioning and data gathering to understand scope and time commitment required.
4. A review of the training requirements and the training time commitment.
5. System maintenance and support following live cut.
6. PremierOne Geographic Information Systems (GIS) (GIS Resource will participate remotely).

Motorola Solutions Responsibilities

1. Make initial contact with the County Project Manager and schedule the Pre-Implementation Review meeting
2. Document the mutually agreed upon Project Kickoff Meeting Agenda.

County Responsibilities

1. Schedule the availability of the Transformation Lead to meet with Motorola.
2. Ensure County GIS Administrator review of the PremierOne GIS build requirements.
3. Provide sample GIS data.
4. Provide acknowledgement of the mutually agreed upon Project Kickoff Meeting agenda.
5. Provide approval to proceed with the Project Kickoff meeting.

Motorola Solutions Deliverable

Title
Project Kickoff Meeting Agenda

3.1.4 Project Kickoff

The purpose is to introduce project participants and review the scope of the project. Some key Motorola project team members may participate remotely.

Motorola Solutions Responsibilities

1. Schedule and facilitate the kick-off meeting to clarify roles and responsibilities and establish team working relationships.
2. Present a high level overview of project scope.

County Responsibilities

1. Identify and ensure participation of key team members in kickoff and project initiation activities.

Motorola Solutions Deliverables

Title
Project Kickoff Meeting Minutes

3.1.5 Contract Design Review (occurs as part of project kickoff)

The objective is to review the scope of the project, project schedule, equipment list, training plan and test plans.

Motorola Solutions Responsibilities

1. Review any third-party partners and applications.
2. Review the query interface(s) described in the System Description section.
3. Review project schedule dates.
4. Review the system equipment bill of materials and note any necessary modifications.
5. Review the Training Plan and note any necessary modifications.
6. Plan installation activities with the County.
7. Review and memorialize project completion criteria and definition of completion of project.
8. Discuss the test plan that will include test procedures that define steps to be taken to validate functionality, pass/fail criteria, and the resolution for deficiencies. The Test Plan will be reviewed and finalized after System Provisioning and Interface Requirements Documents are completed.

County Responsibilities

1. Provide input to the Project schedule dates.
2. Review the final hardware and operating system software configuration with the Motorola Solutions project team.
3. Participate in reviewing the Training Plan.
4. Provide written acknowledgement of project completion criteria.

Motorola Solutions Deliverables

Title
Initial Project Schedule
Bill of Materials

3.1.6 Product Overview and Discovery

The purpose is to provide an introduction of PremierOne CAD and Mobile applications, conduct product demonstrations, review the GIS information the County has gathered and discuss the relationship and dependencies between CAD and GIS.

Motorola Solutions Responsibilities

1. Schedule a 3-day on-site visit to meet with County's CAD and Mobile SMEs and GIS administrator.
2. Conduct product demonstrations of base features and functions.
3. Review site's current GIS data, including boundary information. Establish consistent terminology for response boundaries, agencies and beats. The PremierOne GIS Requirements document will be the basis of the GIS review.

4. Determine customer specific requirements for the GIS data to support the PremierOne data development and provisioning – Agency type(s), Agency name(s), Beat names, Response boundaries, street names (prefix/suffix/county road, interstates, etc.), and common place names.

County Responsibilities

1. Determine agency types and agency names and beat names to support the PremierOne geodatabase development.

Motorola Solutions Deliverables

Title
Conducted working session

3.1.6.1 Site Survey and Infrastructure Planning

(This activity may occur as part of kickoff)

The purpose of this activity is to review the infrastructure requirements for the PremierOne system and to ensure the computer room(s) and other locations are appropriate for the installation of the system hardware. Motorola Solutions will facilitate a meeting following the Project Kickoff to review the Site Requirements section of the System Description and to conduct a survey of the County's facilities. The objective of this review is to ensure the existing infrastructure(s), network and facilities will support an optimal installation environment for the PremierOne system.

Motorola Solutions makes no provision for cabling or capital improvements to the installation environment and power consumption considerations that may be required to support the PremierOne system.

Motorola Solutions Responsibilities

1. Review the Site Requirements section of the System Description with the County.
2. Facilitate meetings as required to review the current infrastructure.
3. Conduct a site survey/audit of the facilities in which system hardware will be installed to assess site readiness.
4. Prepare a report that includes recommendations for any site preparation required to provide a suitable environment for installation of the system equipment and that identifies any deficiencies related to power, power supplies, cabling, network connectivity, communications equipment.

County Responsibilities

1. Provide documentation on the current infrastructure, i.e. existing hardware and operating system software components and terminal networks, as well as projected utilization statistics and other information as is reasonably required to validate final hardware requirements.
2. Ensure site environment meets minimum requirements, as stated in the Site Requirements.
3. Make appropriate staff available to explain the current architecture.
4. Provide a site for the installation, operation, and maintenance of all computer server(s), workstation(s), and related peripheral in accordance with Motorola Solutions' requirements and all network infrastructures described in the System Description section.

5. Ensure the computer processor(s), operating system software, third-party software, all associated workstations, printers, communications, and related components conform with the specifications in the System Description.
6. Provide a programmer work area for Motorola Solutions on-site staff in the primary facility, located near but outside of the computer machine room. The room will be equipped with a workstation, AC power to support workspace for a minimum of two (2) people and internet access. Wireless access is recommended. This work area will be available during the course of the project.
7. Provide 24-hour access to a secured two-way Internet connection to the PremierOne firewalls for the purposes of deployment, maintenance and monitoring
8. Review and approve the final hardware and operating system software configuration with the Motorola Solutions project team.
9. Provide any cabling or capital improvements required for the installation environment and or power consumption considerations.

Motorola Solutions Deliverables

Title	
Site Survey Results	A document that outlines the infrastructure improvements necessary to support the contracted solution.

3.1.6.2 IP Network Analysis

The objective of this activity is to ensure the local and wide area networks will support the contracted solution. A Network Systems analyst will conduct an on-site assessment of the existing network.

Motorola Solutions Responsibilities

1. Perform on-site network assessment.
2. Analyze data.
3. Prepare recommendations.
4. Present and discuss recommendations with the County.

County Responsibilities

1. Provide access to all required facilities and locations necessary to perform assessment.
2. Provide information on current network architecture and configuration.
3. Review and discuss recommendations with Motorola.
4. Complete any physical and/or network improvements necessary to support the PremierOne solution in order to avert potential performance issues or project delays.

Motorola Solutions Deliverables

Title	
Network Recommendations	

3.1.7 CAD/Mobile Business Process Review (BPR) and System Provisioning

System provisioning includes user configurable parameters (i.e. specific values for unit names, timing of events, officer or user identification, street names, to name a few) that are defined within the system. Motorola Solutions will conduct a meeting following the kickoff meeting to begin the BPR process. During this meeting the information required to provision the system to best meet the agency's functional requirements, business processes and workflows will be identified, reviewed and collected. The County's SMEs and GIS Administrator will participate in these activities.

The BPR and Provisioning process will be conducted with subject matter experts for the primary communications center. The County is responsible for engaging all user agencies that will be provisioned on the system to obtain required inputs. A single instance of the activities and a single provisioning profile described in this phase will be conducted for law enforcement and fire dispatch unless specifically stated otherwise. If an additional BPR or provisioning for additional agencies is required, it will be addressed via the change order process.

The resulting BPR workbook will reflect the features that will be provisioned during the provisioning activities.

3.1.7.1 Business Process Review (BPR) and Requirements Gathering

Motorola Solutions Responsibilities

1. Deliver the BPR workbook prior to the workshop.
2. Review the BPR workbook and information needed to complete it.
3. Review site's current GIS data, including boundary information. Establish consistent terminology for response boundaries.
4. Conduct operational reviews during sit-alongs and ride-alongs.
5. Review the documented business processes and provide configuration options.
6. Review completed BPR workbook.

County Responsibilities

1. Schedule dispatch, police and fire/EMS sit-alongs and ride-alongs
2. Provide resources knowledgeable in the County's business processes to review workflows and provide relevant documentation on workflow and operating procedures.
3. Prepare call and unit statistics.
4. Gather and document required data in the BPR workbook.
5. Review the documented business processes and select available configuration options.
6. Finalize agency and beat names for the CAD geodatabase. All of the data will be required but the streets, address points and common places can be works in progress that can be updated as the project moves along. The agency and beat names should be final by provisioning
7. Review the completed BPR workbook with Motorola.

Motorola Solutions Deliverables

Title
Pre-BPR Checklist

Title
Completed BPR Workbook

3.1.7.2 Data Gathering

Following the completion of the BPR Workbook, Motorola Solutions will work with the County to identify the specific data elements (i.e. incident types, status codes, offenses, etc.) required to provision the system and provide worksheets onto which the County will capture required information.

Motorola Solutions Responsibilities

1. Provide Provisioning worksheets.
2. Review the Provisioning worksheets and identify the information required for provisioning data tables.

County Responsibilities

1. Capture required data elements in the Provisioning worksheets.
2. Complete the provisioning worksheets at least 10 business days prior to the scheduled start of the Provisioning activity.

NOTE: The project schedule is highly reliant upon timely receipt of the completed Provisioning worksheets.

Motorola Solutions Deliverables

Title
Provisioning Worksheets

3.1.7.3 PremierOne CAD and Mobile Provisioning

Motorola Solutions will guide the CAD and Mobile system provisioning based on the data gathered during the BPR and completion of the provisioning workbooks.

Motorola Solutions Responsibilities

1. Review tables (configurable items) and associated data
2. Perform provisioning training in accordance with the training plan
3. Complete foundational CAD and Mobile data entry for the primary provisioning profile.
4. Remotely conduct checkpoints to verify accuracy of the County-provisioned data.
5. Review and finalize provisioning decisions for the mobile client.

County Responsibilities

1. Supply a suitably configured classroom for provisioning training with a workstation for the instructor and at least one workstation for every two students.
2. Ensure availability of the SMEs to participate in the training.
3. Verify foundational data entry completed by Motorola.
4. Complete all provisioning data entry.

5. Participate in checkpoints.

Motorola Solutions Deliverables

Title
Provisioning Training
Checkpoint Reports

3.1.7.4 CAD User Interface Modifications

The objective is to modify the user interface (UI) for the CAD client software.

Motorola Solutions will discuss the options for modifying the UI based on the CAD UI Screen Tailoring document. We will configure an initial CAD User Interface (UI) and review it with the County. One UI will be tailored for all dispatch users/agencies. The County will have one opportunity to identify additional modifications to the UI, which Motorola Solutions will deliver as the final version. Subsequent requests for changes will be evaluated per the change control process.

Motorola Solutions Responsibilities

1. Present available options for modifying the CAD UI.
2. Modify the CAD UI.
3. Review UI with the County.
4. Make final modifications after the County's review.

County Responsibilities

1. Participate in initial meetings to define requested UI modifications.
2. Evaluate the UI after the initial delivery and identify any final modification requests.

Motorola Solutions Deliverable

Title	Description
CAD UI	UI that conforms to the CAD UI Screen tailoring document.

3.1.7.5 Provisioning Verification

Motorola Solutions and the County's application administrator and SMEs will exercise the PremierOne system to verify the system has been provisioned in accordance with the BPR Workbook and provisioning worksheets and that the system functions in accordance with the system documentation.

Motorola Solutions Responsibilities

1. Provide CAD system orientation in a working session that will allow The County to verify provisioning.
2. Document any system defects identified during the verification process.

County Responsibilities

1. Ensure the availability of the SME's that participated in the BPR and provisioning training for this activity.

2. Update provisioning tables, if required.
3. Work with Motorola Solutions to document any system defects.

Motorola Solutions Deliverables

Title
Meeting minutes from working session

3.1.7.6 GIS Boundary Workshop

The GIS AS and County's GIS Administrator will participate in a meeting with the CAD SMEs to review the CAD requirements pertaining to GIS data. During the meeting the focus is on the response boundary requirements and reviewing data which includes but is not limited to agency names, beat names, city names, contractor boundaries, premise hazard areas and reporting districts.

The PremierOne GIS Requirements document will be the basis of the GIS review.

Motorola Solutions Responsibilities

1. Review the PremierOne GIS Requirements document.
2. Discuss results of data analysis report.

County Responsibilities

1. Provide existing GIS data.
2. Update GIS data as necessary to develop response boundaries in conformance with the GIS Requirements document.

Motorola Solutions Deliverables

Title
GIS Boundary Requirements

3.1.7.7 GIS Scope Review

Following the GIS Boundary workshop, the GIS AS meets with the County's GIS Administrator to discuss the approach to developing the GIS data for use with the PremierOne CAD system.

Topics that will be discussed include routing requirements and specifics for using common places, address points, and premise hazard areas.

Following this meeting, the GIS AS will develop a GIS Project Plan that documents the processes and the tasks to be completed and the timeline and provisioning dependencies.

Motorola Solutions Responsibilities

1. Review the County's GIS data
2. Discuss current GIS business practices
3. Discuss frequency of GIS updates to current system and desired frequency with PremierOne.
4. Develop and deliver GIS Project Plan.

County Responsibilities

1. Ensure availability of GIS administrator for this meeting.

Motorola Solutions Deliverables

Title
GIS Project Plan

3.1.7.8 Draft Geodatabase

The draft geodatabase will be created and uploaded to the PremierOne server to support provisioning efforts and draft maps will be created for CAD workstations.

Error reports that are produced as a result of developing the draft geodatabase will be delivered to the County.

The final geodatabase will be delivered during the GIS training, which is described in the Training Plan.

Motorola Solutions Responsibilities

1. Create the draft geodatabase and draft maps.
2. Provide a report of any issues found during the geodatabase build.
3. Provide up to forty (40) hours of remote assistance to the County GIS Administrator.

County Responsibilities

1. Correct any GIS errors identified in report from geodatabase build.

Motorola Solutions Deliverables

Title
Draft geodatabase

3.1.8 Hardware and Software

Motorola Solutions will procure the system equipment in accordance with the approved Bill of Materials.

3.1.8.1 System Staging

The objective of this activity is to install the hardware and software components procured by Motorola Solutions at our staging facility. The system will then be tested and verified to be operational in a staged environment. Once validated, the system will be packaged and shipped to the County's location for installation.

Motorola Solutions Responsibilities

1. Order all hardware, software and related components and deliver them to the staging facility.
2. Rack and install all hardware components.
3. Install and configure system software.
4. Ship staged system to the County's site.

County Responsibilities

1. Provide appropriate receiving facility for the system equipment.
2. Acknowledge receipt of delivered equipment.

Motorola Solutions Deliverables

Title
Equipment Inventory
Staged System Delivery

3.1.8.2 On-Site Installation

The objective of this activity is to install the system at the County's site. The output of the activity will be an installed PremierOne system. This activity addresses physical installation activities and system connectivity verification.

Motorola Solutions Responsibilities

1. Install the staged system in the County's environment.
2. Conduct a Power On test to validate that the installed hardware and software are ready for configuration.
3. Load preliminary provisioning data.
4. Verify PremierOne functionality in accordance with release criteria.

County Responsibilities

1. Certify that the server room is available and meets agreed upon specifications.

Motorola Deliverable

Title
Power On/Installation Verification

3.1.8.3 Cumulative Updates

If it is necessary to install a Cumulative Update (CU) to address contractual requirement(s), a test will be performed to demonstrate the contractual requirement is fulfilled. If additional provisioning or functional training is required to fulfill the contractual requirement, it will be delivered at the time of the update. If the CU provides additional functionality that is desired but not contractually required, additional training is available in accordance with the change order provision of the contract.

Motorola Solutions Responsibilities

1. Provide release notes and related documentation.
2. Remotely install the CU.
3. Perform training and testing as required to meet contractual requirements.

County Responsibilities

1. Participate in testing, as required.

2. If new functionality supported by the CU is desired (not contractually required), provision the system based on the release notes and train users.

Motorola Deliverable

Title
Installation of Cumulative Update

3.1.8.4 CAD/Mobile Client Software Installation

Client software will be installed on the specified number of workstations/mobile devices to facilitate provisioning training and testing and provide instruction to County personnel who will complete software installation on the remaining workstations.

Motorola Solutions Responsibilities

1. Verify system readiness.
2. Request client software.
3. Provide instruction on client software installation on up to five (5) CAD workstations and (5) Mobile devices.
4. Provide instruction on client software deployment utility.
5. Verify client software installation.

County Responsibilities

1. Provide workstation/mobile device hardware in accordance with specifications
2. Assign personnel to observe software installation training
3. Complete installation of client software on remaining workstations and mobile devices.

Motorola Solutions Deliverables

Title
Pre-Install Prep Checklist
Software installation media
Installation Guide

3.1.9 Interfaces

3.1.9.1 ISD Review

Motorola Solutions and the County will review the connectivity and functionality described in the ISDs.

Motorola Solutions Responsibilities

1. Conduct reviews of the ISDs to explain how the interfaces function.
2. Document variances between the County's expectations and the ISDs.
3. Work with the County's third-party vendors, if required, to understand and update the ISD(s).



4. If modifications are required of any of the interfaces as presented in the ISDs, provide the County's with an updated ISD and change order for execution prior to making any change to the interface.

County's Responsibilities

1. Make knowledgeable individuals available for the ISD reviews.
2. Provide input on the current use of the interface and verify that the functional specification in the ISD meets the use case or identify desired changes to the specifications.
3. Facilitate communications and assist with resolution of issues that arise between Motorola Solutions and the County's third-party vendor(s).
4. Assume costs associated with efforts required of the third-party vendors, which may include professional services, API/SDK fees, Non-Disclosure Agreements, licenses, and configuration or development, if necessary to support desired interface functionality.
5. Review and approve the ISDs or provide comments describing requested changes within ten (10) business days of delivery. If no approval or comments are received within ten (10) business days, the ISD(s) will be considered approved.
6. Acknowledge approval of the ISDs or execute a change order for any modifications.

Motorola Solutions Deliverables

Title
Finalized Interface Specification Documents

3.1.9.2 Interface Development, Installation and Configuration

Development of interfaces (if required) will be completed in accordance with the ISD(s).

Connectivity will be established between PremierOne applications and the external and/or third-party systems to which PremierOne will interface. Motorola Solutions will configure PremierOne to support each contracted interface. The County is responsible for engaging third-party vendors if and as required to facilitate connectivity and testing of the interfaces.

Motorola Solutions Responsibilities

1. Develop interfaces (if required) in accordance with the ISDs.
2. Establish connectivity to external and third-party systems.
3. Configure interfaces to support the functionality described in the ISDs.
4. Perform unit testing of each interface.

County Responsibilities

1. Act as liaison between Motorola Solutions and third-party vendors or systems as required to establish interface connectivity with PremierOne.
2. Provide personnel proficient with and authorized to make changes to the network and third-party systems to support Motorola's interface installation efforts.
3. Provide network connectivity between PremierOne and the third-party systems.

Motorola Solutions Deliverables

Title
Contracted Interfaces

3.1.10 CAD/Mobile Reports and Dashboards

3.1.10.1 Reports

Motorola Solutions will deliver the standard reports library and has not included the effort to develop any customer-specific or customer-defined reports. A list of the standard reports delivered with the installed version will be provided upon request.

Motorola Solutions Deliverables

Title
Standard CAD/Mobile Reports

3.1.10.2 CAD Intelligent Data Discovery (IDD)

The objective of this task is to introduce the functionality available via the IDD tool, review the three (3) standard CAD dashboards and the View Only CAD IDD Bundle described in the TSSD, and define and develop two (2) custom dashboards as described in the TSSD. (IDD Training will be conducted in accordance with the training plan.)

This effort will utilize the County's existing Microsoft SQL Server licenses and Business Intelligence tools to configure dashboards and data views using data available from the PremierOne environment.

Motorola Solutions Responsibilities

1. Conduct a two (2) day overview/consultation to review standard dashboards and reports and define requirements for two (2) custom dashboards.
2. Document requirements for the custom dashboards.
3. Develop custom dashboards.
4. Install the standard and custom dashboards. (This task will occur during the IDD training course.)

County Responsibilities

1. Perform data entry (incident creation, dispatch, disposition, etc.) to ensure sufficient data exists for reporting.
2. Define requirements for the custom dashboards within 30 days of the overview/consultation.
3. Assign resource(s) that have received the CAD SSRS (Ad-hoc) Reporting training to participate in the review of the dashboards.

Motorola Solutions Deliverable

Title
CAD Dashboards (standard and custom)



3.1.11 PremierOne Training

The objective of this task is to prepare for and deliver instructor-led classroom training in accordance with the Training Plan.

Motorola Solutions Responsibilities

1. Deliver User Guides and training materials in electronic format.
2. Perform training in accordance with the Training Plan.
3. Provide limited remote support following the Train-the-Trainer courses while County trainers conduct end user training.

County Responsibilities

1. Supply suitably configured classrooms with a workstation for the instructor and at least one workstation for every two students.
2. Designate training representatives who will work with the Motorola Solutions trainers in the development and delivery of training.

Deliverables

Title
Classroom Training Materials
Attendance Rosters
Training Completion

3.1.12 PremierOne Acceptance Testing

Acceptance tests will be performed to confirm that the PremierOne system performs in accordance with the Acceptance Test Plan. Acceptance testing is a critical activity that must occur prior to Go-Live.

3.1.12.1 Project Test Plan

The objective of this series of tasks is to finalize the test activities that will be conducted in accordance with the Motorola provided Test Plan for the installed version. The test plan will describe the scope and objectives of each type of test. It will also describe the techniques that will be used during each type of test and describe the pass/fail criteria.

The plan will cover the following types of testing activities:

- Functional Acceptance Testing
- Interface Testing
- System Level Testing

Motorola Solutions Responsibilities

1. Review the schedule of test activities.

County Responsibilities

1. Schedule appropriate resources to participate in test activities.

2. Review the Project Test Plan and notify the Motorola Solutions Project Manager of any items that require discussion

Motorola Deliverable

Title
Test Schedule

3.1.12.2 Functional Acceptance Testing

The objective of functional acceptance testing is to test the features and functions of the system that will be used by the County to ensure they perform according to the contractual requirements. The test plan may not test all functions of the system if they have been identified as not being applicable to the County's operations or for which the system has not been provisioned. Functional acceptance testing is estimated for three (3) days on-site. If additional on-site tests are required, it will be addressed via the change order provisions.

Motorola Solutions Responsibilities

1. Conduct functional acceptance testing according to the approved test plan.
2. Develop remediation plan for features that fail the test.

County Responsibilities

1. Witness the functional acceptance testing and acknowledge its successful completion.
2. Participate in the documentation of items that fail testing and note the remediation action.

Motorola Solutions Deliverable

Title
Completed Functional Acceptance Test Plan
Remediation Plan/Schedule for failed issues, if required

3.1.12.3 Interface Testing

The objective of Interface functional testing is to ensure that the installed interfaces perform according to the ISDs.

- Motorola Solutions is not responsible for issues arising from lack of engagement of third-party and/or customer resources to perform work related to the interface, or troubleshooting any issues on the County's third-party systems.
- Interfaces that cannot be tested due to connectivity issues to external systems or the unavailability of County's third party vendors will be tested to the degree the PremierOne functionality can be demonstrated and considered successful upon that demonstration.

Motorola Solutions Responsibilities

1. Conduct interface functional testing according to the approved test plan.
2. Develop remediation plan for features that fail the test.

County Responsibilities

1. Provide access to a resource with access to the interfacing system to validate functionality.

2. Witness the execution of the test and acknowledge successful completion.
3. Participate in the documentation of items that fail testing and work with Motorola Solutions to develop remediation action(s).

Motorola Solutions Deliverable

Title
Completed Interface Acceptance Test Plan

3.1.12.4 System Level Testing

Upon successful completion of the functional and interface tests, the system will be exercised to demonstrate system operation from end-to-end.

Motorola Solutions Responsibilities

1. Develop test scenarios.
2. Perform testing.
3. Develop remediation for test failures.

County Responsibilities

1. Schedule appropriate resources to participate in test activities.
2. Review the test scenarios and notify the Motorola Solutions Project Manager of any items that require discussion.

Motorola Solutions Deliverable

Title
Remediation Plan/Schedule for failed issues, if required

3.1.13 Go Live Planning

Motorola Solutions will assist the County in the transition of live operations from the County's legacy system to the PremierOne system. Following the conclusion of System Acceptance Testing, we will work with the County to develop a detailed Cutover Plan. This plan includes the following information:

- Motorola Solutions and County resources and staffing
- Pre-cutover tasks/activities that need to be performed leading up to the cutover
- Readiness review meetings
- Contingency/roll-back plans
- Cutover tasks and responsibilities
- Post cutover support resources and schedules
- Issue reporting process
- Escalation process

Motorola Solutions Support Engagement

As part of cutover planning, the Motorola Solutions Project Manager will complete a System Support form including customer contact information, and information required for remote access to the system. Motorola Solutions will schedule a Support Engagement meeting between the Project

Manager, the Customer Support Manager (“CSM”), the Focal Support Technician and the County’s project team representatives. The CSM will review the Customer Support Plan with the County, including the process for obtaining support and the contact information.

3.1.13.1 Cutover Event

The transition to production use of the PremierOne system will be conducted according to the Cutover Plan. The cutover event represents the start of beneficial use, beginning of the warranty period, and the transition to the Motorola Solutions Support organization in accordance with the Customer Support Plan. On-site support will be provided at one communications center. If resources are desired at multiple communications centers or locations, it will be addressed via the change order provision of the contract.

Motorola Solutions Responsibilities:

1. Facilitate meetings with County staff to develop and document the Cutover Plan.
2. Facilitate the Support Engagement Meeting between the County and the Support Organization.
3. Execute the Go-Live Cutover Plan.
4. Provide on-site resources as specified in the Cutover Plan to support user operations and address questions. Unless otherwise agreed to, CAD includes 24-hour support at one location for up to three (3) days. (24-hour support commences upon cutover to the respective system.)

County Responsibilities:

1. Coordinate the participation of County technical and operational staff in cutover planning, development, and documentation of the Cutover Plan.
2. Schedule and coordinate end user participation in the live operations cutover.
3. Perform and support the production cutover activities defined in the Cutover Plan.
4. Inform County staff about the Customer Support Plan and the process to contact Customer Support.

Motorola Solutions Deliverable

Title
Completion of Cutover

3.1.14 30-Day Reliability Period

A 30-Day Reliability Test period for each primary system component (for the County this is defined as CAD/Mobile) will be supported. During this testing period, which commences at Go Live of the relevant primary system component, the system will perform without any Severity Level 1 errors. This test period is not attended by Motorola Solutions’ resources but they will be available to respond to error conditions, if/as required.

If one primary subsystem (defined as CAD/Mobile and Records/Records Mobile) goes live before the other, the Reliability Test period will start upon the later cutover. During this testing period, the system will perform in conformance with the Functional System Descriptions (FSD), based on the County’s provisioning methodology. This test period is not attended by Motorola resources but they will be available to respond to error conditions, if/as required.

During the day reliability test period, the system will be available without interruption by a Severity Level 1 Error. If the system becomes unavailable due to a severity level 1, the test will be stopped and upon correction of the error, the test period will be restarted.

During the Reliability Period, the County shall maintain a log of system problems or desired changes and work with Motorola in correcting such problems according to the terms of the Maintenance and Support Agreement. The County shall immediately notify Motorola by telephone if the system becomes unavailable. Upon successful completion of the 30-day reliability test period Motorola and the County shall certify that the system reliability test period has been completed.

Upon successful completion of the 30-day Reliability Period, Motorola Solutions and the County shall certify that the System Reliability Test period has been completed.

3.1.15 Documentation

As part of project completion, Motorola Solutions will validate that the County has been provided with electronic copies of as-built system documentation, configuration documentation, and other information necessary to maintain the system, including:

- Standard user documentation
- Configuration documentation
- Interface Specification Documents
- Standard system administration manuals
- Database setup and maintenance
- As-Built system design documentation

As built system documentation is also archived with the System Support Center along with customer information and access procedures to ensure efficient response and resolution of any reported system issues.

3.1.16 Project Closure – Transition to Support

Following Cutover and the reliability test period(s), the project is complete. Motorola Solutions and County acknowledge the completion milestone and the implementation project is formally closed.

The system will transition to the support phase of the contract per the terms and conditions of the Maintenance and Support Agreement.

SECTION 4

TRAINING PLAN

4.1 TRAINING ASSUMPTIONS

1. The County will work with Motorola to develop the final training scope prior to contract.
2. Motorola will provide targeted training for system administrator, system provisioning and ad hoc reporting. Motorola will provide other technical training as appropriate to successfully deploy and utilize the system.
3. Motorola is proposing train-the-trainer training for CAD and Mobile (MDC) training.
4. Mobile training sessions are scheduled to occur consecutively within a single visit.
5. County GIS staff is proficient with editing in ArcGIS 10.3. Alternatively, Motorola can provide this training (not quoted).
6. The County will provide training facilities that can support the number of trainees as specified below, including the environmental requirements listed in each course description.
7. The County can accommodate scheduling for the number of users/trainees in each class session.

4.2 BASE COURSE LISTING

The following matrix delineates the classes that have been proposed for the PremierOne product line. The matrix includes the number of classes per course type, the maximum number of participants per class and the location of each of the classes. Additional class modules may be obtained by the County for an additional fee.

Course Module	Maximum No. Attendees Per Class	Number of Classes Included	Total Users Trained	Location	Not to Exceed (hours) per Class
PremierOne CAD/Mobile Client Installation	4	1	4	Customer	4
PremierOne CAD/Mobile Provisioning Training	6	1	6	Customer	40
Importing GIS Data into PremierOne	4	1	4	Customer	16
PremierOne Computer Aided Dispatch Train-the-Trainer	12	1	12	Customer	40
PremierOne Mobile Train-the-Trainer	12	1	12	Customer	8
PremierOne CAD/Mobile System Administrator	4	1	4	Customer	24

Course Module	Maximum No. Attendees Per Class	Number of Classes Included	Total Users Trained	Location	Not to Exceed (hours) per Class
SSRS Report Builder Training in PremierOne for CAD/Mobile	6	1	6	Customer	24
Intelligent Data Discovery in PremierOne CAD	6	1	6	Customer	24

4.3 TRAINING OVERVIEW

Motorola considers training to be an extremely important aspect of the system installation and requires working closely with the County. Prior to the start of training, the County will designate a Customer Training Representative. This individual must be familiar with the County's daily operations and must attend each Motorola educational course. Motorola trainers will rely on this representative to be the one point of contact for Motorola staff when policy and procedural questions arise, act as course facilitator, and act as the County's educational monitor. The County will also identify the personnel who will serve as trainers. These individuals must participate in all the Train-the-Trainer courses. In addition to the skills described below, the customer trainers should have prior experience as a classroom instructor and a thorough understanding of the customer's operations. Other courses will require participants from different areas of the customer's operations as shown in the individual course descriptions, detailed in Motorola training course descriptions.

4.3.1 System Administrator

The County will be obligated to appoint a key individual(s) to act as the System Administrator. This individual will be responsible for reporting/verifying problems, completing and maintaining application configuration, and performing system administrative duties such as system back-ups, archives, etc. The designated individual should be proficient in Windows and possess database administration and PC and System knowledge. Motorola strongly recommends that the system administrator(s) be proficient in the prerequisites defined in the document.

The County is responsible for ensuring that its system administrators are proficient in the prerequisite technologies. These technologies are embedded in the Motorola applications; however, training in these technologies will not be provided by Motorola. Below is a suggested list of courses supporting Microsoft technologies that the County may consider.

Microsoft

Technologies:

- Windows Administration
- SQL Server 2012
- SQL Server Reporting Services
- System Center 2012 (SCOM) Suggested Courses:
- 10967A Fundamentals of a Windows Server Infrastructure
- 6292 Installing and Configuring Windows 7 Client
- 10775 Administering Microsoft SQL Server 2012 Databases
- 55021 Configuring and Administering Hyper-V in Windows Server 2012



- 50273 Planning and Designing Microsoft Virtualization Solutions
- 55006 System Center Operations Manager 2012

4.3.2 Training Facilities and Schedules

The County shall provide facilities for training courses which are alcohol and smoke-free. Both the classroom and workshop classes will require a white-board for instructor's use and shall accommodate student note taking. The workshop format also requires multi-monitor student workstations. Students and instructors will dedicate class time to training and will not be subject to interruptions. At least two days prior to each training course, the instructor shall have access to the training facility and all workstations for setup and workstation configuration. All training will be held at the County's site; the instructor shall notify the County in advance of any teaching about aids such as chalkboards or overhead projectors which will be required in the facility.

Motorola and the County shall mutually agree to training schedules to accommodate the County's shift operations and other site-specific requirements. Evening courses will end by 10:00 p.m.

4.3.3 Training Methods and Procedures

Motorola offers two types of training classes:

- Administrative workshops; focused on providing specialized users with in-depth knowledge on the features, operational, and administrative functions of the system.
- Train-the-Trainer; instructor-led classroom training that provides key individuals with extensive hands-on use of the system utilizing true-to-life incident scenarios so they can develop and provide training to new users.

Students must have a typing proficiency of 25 wpm, knowledge of PCs and Microsoft Windows, and have completed course prerequisites as listed in the course descriptions.

Designated Motorola Application Specialists will provide application instruction using several techniques and materials.

- Instructor Lesson Plan: The instructor's tool for planning the detailed course content on a module-by-module basis.
- Training Course Agenda: The student handout that outlines the course sequence of events including duration, and course modules.
- Training Course Objectives: The instructor's predefined course objectives. These are provided for Train-the-Trainer classes only.
- Evaluations: On the final day of a training class, the students will be asked to complete an Instructor Evaluation form. They are optional forms and anonymity is acceptable.
- Certificates of Attendance: Students completing the Train-the-Trainer class will receive Certificates of Attendance.
- Attendance Rosters: Customers will provide to the Motorola instructor a roster listing the names of training participants ten (10) days prior to the start of the course. Instructors will complete Attendance Rosters of actual participants for each day of training.
- Motorola PremierOne User Documentation: An electronic copy of the applicable Motorola Reference Manuals and documentation will be provided prior to training. The Customer is

responsible for duplicating and delivering manuals to participating students prior to class commencement.

4.3.4 Training Subsystem

PremierOne has a fully functional training environment that will enable the customer trainers to provide on-going end-user training. This training subsystem allows training to continue without interruption of the real time operations. Use of the training subsystem is covered in the Train-the-Trainer classes.

4.3.5 Session Attendance

Motorola is committed to providing a quality training experience and desires that the County receives the maximum benefit from each training session. Each training session has been sized to provide the optimal training environment that meets the needs of the students in relation to the complexity of the material being presented. Given the nature of the material being presented and the intensity of the training, it is imperative that maximum course numbers not be exceeded. In the event the number of students in attendance exceeds the published maximum number of students and the list of participants identified on the training roster, Motorola will take corrective action, ensuring the integrity of the session is maintained and the student's ability to learn is protected. Motorola corrective action may include:

- Delaying the start of training until the number of students in attendance is in line with the maximum number of students allowed for the session.
- Splitting the class into multiple sessions. In such a case, the Customer will be charged for multiple occurrences of the class plus additional expenses, including travel related expenses, incurred by Motorola.
- Cancellation of the class. In such a case, the Customer will be charged for expenses, including travel related expenses, inclusive of cancellation fees, incurred by Motorola.

4.4 COURSE DESCRIPTIONS

The following tables provide detailed descriptions of training courses that will be provided as part of the system at the location indicated.



Table 4-1. PremierOne CAD/Mobile Client Installation

Goal:	Provide selected personnel with sufficient knowledge to install PremierOne CAD and/or Mobile client software on workstations. Includes prerequisite third-party software. If the customer desires, an imaging solution can be presented.
Course Materials:	Course Outline
Location:	Customer's facility
Duration:	▪ 4 hours of training ▪ Contract may include time for Motorola to install on a maximum of 10 workstations
Participants:	IT staff who are responsible for installing workstation software
Class Size:	Maximum of four (4) students
Prerequisite:	Knowledge of Microsoft operating systems and basic software installation practices
Instructor:	System Technologist
Environment Setup:	▪ Each workstation should have a network connection to the PremierOne servers. ▪ Each workstation should meet the specifications of the appropriate set of Release Notes. ▪ Each workstations should have an operating system installed that is supported by PremierOne (as detailed in the Release Notes)

Table 4-2. PremierOne CAD/Mobile Provisioning Training

Goal:	Provide detailed instruction on Mobile and Computer Aided Dispatch (CAD) provisioning data files.
Course Materials:	▪ PremierOne CAD/Mobile Provisioning Guide ▪ Course Outline
Location:	Customer's facility
Duration:	Up to 40 hours over 5 continuous days
Participants:	Those responsible for making the decisions on configuration options and have participated in the business process review.
Class Size:	Maximum of six (6) students
Prerequisite:	▪ Knowledge of current Mobile and CAD application and configuration and agency SOPs. ▪ Microsoft and Esri proficiency as defined in the Prerequisites Section.
Instructor:	Motorola Business Analyst
Environment Setup:	▪ One (1) workstation for each participant ▪ Instructor's workstation(s) ▪ Projector ▪ White board (if possible) ▪ Microsoft Excel should be installed on at least one training workstation



Table 4-3. Managing GIS Data with PremierOne Import Tool

Goal:	This course offers the skills and practice necessary to use the PremierOne Import tool and create the required databases and .mxd docs for CAD and Mobile. The module covers the use of the import tool to build the required file and SDE Geodatabases for the PremierOne CAD system.
Location:	Customer's facilities
Format:	Combined classroom and workshop
Course Materials:	PremierOne GIS System Administrator Training Guide
Duration:	Up to 24 hours over 3 continuous days
Participants:	GIS personnel and GIS System Administrator(s)
Class Size:	Maximum of 4 students
Prerequisite:	▪ Computer knowledge and PC skills including DOS and Microsoft Windows, and basic PC functionality. Completion of Windows tutorials or equivalent training. Basic understanding of geographical data and proficient in the use of ArcGIS. ▪ A day of prep to ensure a working SDE connection to the PremierOne server from the machine the GIS import tools are installed on.
Instructor:	Motorola GIS Mapping Business Analyst

Table 4-4. PremierOne Computer Aided Dispatch Train-the-Trainer

Goal:	Provide selected personnel with sufficient knowledge to support a comprehensive end user training program.
Course Materials:	▪ CAD User Guide ▪ Course Outline
Location:	Customer's facility
Duration:	Up to 40 hours over five consecutive business days
Participants:	Instructors who are responsible for the in-house training of employees and for ongoing user training.
Class Size:	Maximum of twelve (12) students
Prerequisite:	Knowledge of current CAD application and customer operations.
Instructor:	Motorola Business Analyst
Environment Setup:	▪ A workstation for each participant with network connection ▪ Instructor's workstation(s) with network connection ▪ Projector ▪ White board (if possible)
NOTE:	Allow two weeks from the end of train-the-trainer to the beginning of end user training to allow customer to build site-specific documentation and outline for end user classes. The Motorola Business Analyst will be available for remote consultation in producing documentation and outline.



Table 4-5. PremierOne Mobile Train-the-Trainer

Goal:	Provide selected personnel with sufficient knowledge to support a comprehensive end user training program.
Course Materials:	▪ PremierOne Mobile User Guide ▪ Course Outline
Location:	Customer's facility
Duration:	Up to 8 hours in a single business day
Participants:	Instructors who are responsible for the in house training of employees and for ongoing user training.
Class Size:	Maximum of twelve (12) students
Prerequisite:	Knowledge of current Mobile application and customer operations.
Instructor:	Motorola Business Analyst
Environment Setup:	▪ A workstation for each participant with network connection ▪ Instructor's workstation(s) with network connection ▪ Projector ▪ White board (if possible)

Table 4-6. PremierOne CAD/Mobile System Administrator Training

Goal:	Provides practical techniques for system administration and maintenance of the CAD and/or Mobile components of the PremierOne system.
Course Materials:	▪ CAD and Mobile System Administration Guides ▪ Course Outline
Location:	Customer's facility
Duration:	Up to 24 hours over three consecutive business days
Participants:	System Administrators - personnel responsible for the day to day management of the system.
Class Size:	Maximum of four (4) students
Prerequisite:	▪ Knowledge of customer site network, IT policies and operations. ▪ Microsoft proficiency as defined in the Prerequisites Section.
Instructor:	Motorola Business Analyst
Environment Setup:	▪ Instructor's workstation(s) with network connection. ▪ Projector ▪ White board (if possible)

Table 4-7. SSRS Report Builder Training in PremierOne CAD/Mobile

Goal:	Provide selected personnel with knowledge on how to create custom reports against the PremierOne Reporting Data Warehouse using Microsoft's SQL Server Reporting Service (SSRS) software.
Course Materials:	SSRS Training Guide
Location:	Customer's facility
Duration:	Up to 24 hours over three consecutive business days
Participants:	Personnel who will create custom reports
Class Size:	Maximum of six (6) students
Prerequisite:	Class participants have some knowledge of creating "on demand" reports.
Instructor:	Motorola SSRS and Reports specialist
Environment Setup:	▪ Workstations installed with Microsoft IE browser. ▪ Microsoft SQL Server Reporting Services is installed, configured, and working. ▪ Existing data in the Reporting Data Warehouse (data is typically propagated during the TTT course) ▪ Instructor's workstation(s) with network connection ▪ Projector ▪ White board (if possible)
Note:	Sufficient sample data will need to be present in order to build realistic reports during class. It is recommended that this class take place after CAD Train-the-Trainer to facilitate the need for data in the PremierOne Reporting Data Warehouse.



Table 4-8. Intelligent Data Discovery (IDD) Training in PremierOne CAD

Goal:	Provide selected personnel with knowledge to create Business Intelligence dashboards in PremierOne using SQL Server Reporting Services tools (SSRS).
Course Materials:	PremierOne IDD Reporting and Analytics Training Guide
Location:	Customer's facility
Duration:	Up to 24 hours over three consecutive business days.
Participants:	Personnel who will be responsible for building Business Intelligence Dashboards and reports used for statistical analysis.
Class Size:	Maximum of six(6) students
Prerequisite:	▪ Participation in "SSRS Reporting Training for PremierOne Records". ▪ Experience in creating Reports using Microsoft SQL Server Reporting Services. ▪ Familiarity with T-SQL statements for querying data within a SQL Server database
Instructor:	Motorola SSRS specialist
Environment Setup:	▪ Microsoft SQL Server Reporting Services is installed, configured, and working. ▪ Workstations installed with Microsoft IE browser (training is conducted using IE only). ▪ Existing data in the Reporting Data Warehouse (data is typically propagated during the TTT course) ▪ Instructor's workstation(s) with network connection ▪ Projector ▪ White board (if possible)

SECTION 5

PREMIERONE GIS REQUIREMENTS

5.1 OVERVIEW

This document contains information regarding Motorola PremierOne GIS data requirements.

A Geographic Information System (GIS) is a system used to collect, manage, analyze, and display geographic data. This document is intended for use by personnel who are responsible for administering the GIS components of the PremierOne suite. System administration requires an understanding of both current agency system administration rules and procedures and how PremierOne functions. For more information about specific applications, see the *PremierOne CAD User Guide*, the *PremierOne Mobile User Guide*, and the *PremierOne Provisioning Guide*.

5.2 PREMIERONE SERVICES GEODATABASE

A “Geodatabase” is the common data storage and management framework for ArcGIS. Among other things, it provides the ability to define table columns that use a spatial, or geometric, data type. Database tables used to implement the Geodatabase are stored in an underlying RDBMS, such as Microsoft SQL Server. Geodatabase tables that contain a spatial data type are called “Feature Classes”. Feature Classes with the same spatial reference can be logically grouped within a “folder”-like entity called a “Feature Dataset”. The PremierOne Data Import Tools import the customer’ GIS data into an SQL Server environment. The schema of the PremierOne Geodatabase has been designed to provide optimal performance of the GIS services required by PremierOne.

5.3 GIS DATA REQUIREMENTS AND RECOMMENDATIONS

This document will describe the data values that must be available in any feature class that will be imported into PremierOne. The names of the source feature classes and their fields do not need to follow any standard. The data import tools will prompt the user to specify the source field name associated with a logical value, such as “street name” or “city”.

There are two categories of GIS data utilized by PremierOne:

- **Services data** – Data imported from the customer’s GIS source for access by PremierOne’s application services. This data is in a schema that is optimized for PremierOne’s address verification, geocoding, routing, and jurisdiction determination services. Because this data is in a specialized schema, it is not intended to be displayed on a map for visualization by dispatch or mobile users.
- **Map data** – Data that is displayed as geographic features on a map. As such, a map data source must contain a spatial attribute. Map data sources are copied into the PremierOne database using a customer-defined schema and are used as data sources for layers in a map document (.mxd.) In addition to the spatial attribute, map data sources typically contain text/numeric attributes, such as feature names and other information of operational value.

It is expected that PremierOne customers already maintain GIS data in ArcGIS. A customer's GIS data may represent data that is used for a variety of municipal purposes such as growth planning, zoning, utilities, public safety, et cetera.

5.4 GIS DATA SUPPORTED BY PREMIERONE SERVICES

The following GIS feature types that can be utilized by PremierOne are:

- Street Centerlines
- Address Points
- Common Places
- Response Boundaries
- Reporting District Boundaries
- Contractor Boundaries
- Map Book Page Boundaries
- Premise Hazard Areas

The following is a high level description of the required data used for PremierOne and the optional data that is not required but may be included by the customer. An in depth discussion of data structure and formats is covered during the Customer Kickoff meeting.

5.4.1 Street Centerline

The **Street Centerline** data source **must** contain at a minimum the following data (Table 5-1):

Table 5-1. Street Centerline Minimum Data:

Field	Required	Data Type	Description
Left Low House	Yes	String(25)	Field contains the starting house number on the left side of the street. A house number may be numeric or in a supported alphanumeric or hyphenated format
Left High House	Yes	String(25)	Field contains the ending house number on the left side of the street. A house number may be numeric or in a supported alphanumeric or hyphenated format
Right Low House	Yes	String(25)	Field contains the starting house number on the right side of the street. A house number may be numeric or in a supported alphanumeric or hyphenated format
Right High House	Yes	String(25)	Field contains the ending house number on the right side of the street. A house number may be numeric or in a supported alphanumeric or hyphenated format
Street Name Part Fields	Yes	String(100)	A list, in order, of the fields in the source Feature Class that make up the street name. This may include parsed fields containing the prefixes, suffixes, and name or the street name may be stored entirely in a single concatenated field.
Left CITY	Yes	String(150)	City Name. ** Postal City Name is required for PremierOne Records
Right CITY	Yes	String(150)	City Name. ** Postal City Name is required for PremierOne Records
Left Zip Code	Yes	String(20)	Postal Zip Code Required for PremierOne Records

Field	Required	Data Type	Description
Right Zip Code	Yes	String(20)	Postal Zip Code <i>Required for PremierOne Records</i>
Cost (Time)	Yes	Double	There must be a field in the source street centerline feature class that represents the average time required to traverse the segment. There may be separate values for the left and right side of the street segment if necessary. A formula to determine the travel cost: Minutes: (length of segment in feet x .0114) / speed (mph) or Seconds: (length of segment in feet x .682) / speed (mph)
State	Yes	String(50)	The State/Province in which the street exists. <i>Required for PremierOne Records</i>

The following table (Table 5-2) exhibits the additional data fields that are not required but may be used with PremierOne:

Table 5-2. Additional Data Fields

Field	Required	Data Type	Description
Left Subdivision	No	String(150)	The name associated with a small area (neighborhood, business park, etc.) within a city on the left side of the street.
Right Subdivision	No	String(150)	The name associated with a small area (neighborhood, business park, etc.) within a city on the right side of the street.
Description	No	String(100)	The field in the source Feature Class containing a free-text description of the street segment. This can be used to differentiate street segment features with similar names and address ranges.
Low Cross Street Override	No	String(100)	PremierOne automatically generates the cross streets based on the street centerline file during the import process. If a different low cross street is desired it must be entered in this field to override the automatic assignment.
High Cross Street Override	No	String(100)	PremierOne automatically generates the cross streets based on the street centerline file during the import process. If a different high cross street is desired it must be entered in this field to override the automatic assignment.
Cross Street Bypass Field	No	String(2)	Denotes which cross street fields need to be protected – L represents the Low Cross Street Name, H represents the High Cross Street name, and LH represents both the Low and High Cross Street names.
Routing Fields			
FromElevation	No	Long Integer	Specifies the 'elevation' of a segment FROM node. This field does not require actual elevation in terms of real-world measurements. The value is only used to determine whether a turn is allowed from one street to a street that intersects it in a 2-dimensional space.

Field	Required	Data Type	Description
ToElevation	No	Long Integer	Specifies the 'elevation' of a segment TO node. This field does not require actual elevation in terms of real-world measurements. The value is only used to determine whether a turn is allowed from one street to a street that intersects it in a 2-dimensional space.
OneWay	No	Double	Specifies the allowed traffic flow on a street segment with respect to the FROM and TO nodes. Valid Values are: FT that specifies the traffic may only flow in the direction from the FROM node to the TO node. TF which specifies the traffic may only travel from the TO node to the FROM node. NT which specifies that traffic does not flow on the segment. NULL or any other designation defines that traffic may flow in either direction (FROM node to TO node, TO node to FROM node).

5.4.2 Street Name Alias Table

Street Name Aliases are maintained in a separate table. The GIS BA provides a blank Street Name Alias table to the customer. The schema definition for this table is exhibited in the table below (Table 5-3):

Table 5-3. Street Name Aliases Schema Definitions

Field	Data Type	Description
GRID	String (8)	Alpha "grid" part – required for alphanumeric house numbers
LOW_HOUSE	Long integer	The low house numbers for which the alias should be applied. If the alias should be applied to the entire range of the street, simply use 1-999,999,999.
HIGH_HOUSE	Long integer	The high house numbers for which the alias should be applied. If the alias should be applied to the entire range of the street, simply use 1-999,999,999.
REAL_PRE_DIR	String (4)	Prefix Direction of "real" street name
REAL_PRE_TYPE	String (8)	Prefix Street Type of "real" street name.
REAL_STREET_NAME	String (76)	"Real" street name
REAL_SUF_TYPE	String (8)	Street suffix type of "real" street name
REAL_SUF_DIR	String (4)	Street suffix direction of "real" street name
ALIAS_PRE_DIR	String (4)	Prefix direction of "alias" street name
ALIAS_PRE_TYPE	String (8)	Prefix street type of "alias" street name
ALIAS_STREET_NAME	String (76)	"Alias" street name
ALIAS_SUF_TYPE	String (8)	Street type of "alias" street name
ALIAS_SUF_DIR	String	Suffix direction of "alias" street name



Field	Data Type	Description
CITY	String (150)	Name of the city in which the street belongs. Aliases will only be applied to street segments where the street name parts and the city name match exactly

5.4.3 Street Name Standardization Exceptions Table

The Street Name Standardization Exception table is used to assure that street names that match a predefined directional name are parsed correctly when loaded into the PremierOne data schema. For instance, a street name of **W ST** would be interpreted as a prefix of **W** and street name of **ST** when loaded into the PremierOne data schema.

- Example of predefined directionals are: **S, N, W, E, NW, NE, SW, SE**, etc.

Street Name Standardization Exceptions are maintained in a separate table. The GIS BA provides a blank Street Name Standardization Exceptions table (Table 5-4) to the customer. The schema definition for this table is:

Table 5-4. Street Name Standardization Exceptions

Field	Data Type	Description
Full_Street	String(100)	The entire street name with prefixes and suffixes.
Pre_Dir	String(4)	Prefix Direction.
Pre_Type	String(8)	Prefix Street Type
Street_Name	String(76)	Street Name.
Suf_Type	String(8)	Street Type.
Suf_Dir	String(4)	Suffix Direction

5.4.4 Location Point Layer Requirements

There are two Location Point layers that can be used with PremierOne – **Address Points** and **Common Place Points**.

5.4.4.1 Address Point Feature

Address Points are optional, however if they are used it is Motorola's recommendation that they are used sparingly and only for those locations where house numbers do not follow standard addressing rules (i.e. odd/even addresses on the same side of the street, etc.) or where they would provide better geocoding accuracy than interpolating a location using a street centerline feature.

NOTE: the street naming conventions for the address points must match the street naming conventions on the street centerline file and both the city and zip code must match the street centerline data.

The source feature class containing Address Points must contain the following information (Table 5-5):

Table 5-5. Address Points Required Information

Description	Required	Data Type	Description
Address	Yes	String(100)	The main street address (including house number) of the location, not including apartment or building numbers if applicable. The values may exist in the source feature class as a single field, or parsed into two or more separate fields.
CITY	Yes	String(150)	City name. <i>Postal City Name is required for PremierOne Records</i> <i>Data in this field must match the CITY data in the Street Centerline and the Common Place feature classes</i>
Zip Code	Yes	String(20)	Zip (Postal Code) in any format. <i>Required for PremierOne Records</i>
State	Yes	String(50)	Name of State, Province, etc. <i>Required for PremierOne Records</i>

The following are additional data fields that are not required but may be used with PremierOne (Table 5-6):

Table 5-6. Additional Non-Required Data Fields

Description	Required	Data Type	Description
SUBHOUSE	No	String(18)	Used to store supplemental address information, such as a unit, space, or suite number (if applicable).
BUILDING	No	String(20)	Used to store building name or number (if applicable)
Subdivision	No	String(150)	A well-known name associated with a small area (neighborhood, business park, etc.) within a city.
Description	No	String(256)	A description can be helpful in situations where locations need to be distinguished from each other, such as in a case where a particular street intersects another street in two distinct places.

5.4.4.2 Common Place Point Feature

It is Motorola's recommendation to use Common Place points for locations commonly referenced by a name instead of an address (i.e. Government Buildings, Churches, Grocery Stores, Malls, Retail Stores, etc.). These types of common places have valid addresses but are not often referenced by the caller using the address. In the chart below the **Address** field is noted as **Required = No** however, if there is a known address it should be included with the record for address validation purposes.

There are common places that do not have a valid address. This would include locations that are known by a specific name such as mile markers. Other types are locations that are well known in the community similar to locations like 4 corners, the bronze statue, the Towers, etc., where the address field would be blank.

NOTE: the naming conventions for the street names in the address field must match the naming conventions on the street centerline file, and both the city and zip code must match the street centerline data.

The source feature class containing Common Places must contain the following information (Table 5-7):

Table 5-7. Common Places Required Information

Description	Required	Data Type	Description
Place Name	Yes	String(100)	The name used to refer to the location.
Address	No*	String(100)	The main street address (including house number) of the location, not including apartment or building numbers if applicable. The values may exist in the source feature class as a single field, or parsed into two or more separate fields. <i>*It is recommended that if the location has a valid address that it be included with the record.</i>
CITY	Yes	String(150)	The name of the city for which the address point belongs.
Zip Code	No	String(20)	Zip (Postal Code) in any format.
State	No	String(50)	Name of State, Province, etc.

The following are additional data fields that are not required but may be used with PremierOne (Table 5-8):

Table 5-8. Non-Required Data Fields

Description	Required	Data Type	Description
Place Type	No	String(25)	A user-defined category for which the location belongs (i.e. SCHOOL, BUSINESS, POLICE STATION, etc.)
SUBHOUSE	No	String(18)	Used to store supplemental address information, such as a unit, space, or suite number (if applicable).
BUILDING	No	String(20)	Used to store building name or number (if applicable). If the location represents a store in a mall, the BUILDING value could be used to store the name of the mall. This allows for alternate search methods by Place Name or Building Name.
Subdivision	No	String(150)	A well-known name associated with a small area (neighborhood, business park, etc.) within a city.
Description	No	String(256)	A description can be helpful in situations where locations need to be distinguished from each other, such as in a case where a particular street intersects another street in two distinct places.
Place Name Alias	No	String(100)	One or more fields containing place name aliases can be defined.

5.4.4.3 Common Place Alias Table

Common place aliases may reside in the common place feature class or they may be maintained in a separate table. Maintaining alias names in the common place feature class requires one column per alias (i.e. a common place with 3 alias names would require 3 alias fields, a common place with 5 alias names would require 5 alias fields, etc.). There is no limit to the number of aliases per record.

Common place alias names may be maintained in the Common Place Alias table (Table 5-9). The GIS BA provides a blank Common Place Alias table to the customer. The schema definition for this table is:

Table 5-9. Common Place Alias Table

Field	Data Type	Description
ALIAS_PLACE_NAME	Text (100)	Alias common place name
REAL_PLACE_NAME	Text (100)	"Real" common place name
REAL_PLACE_ADDRESS	Text (100)	"Real" common place address.
REAL_PLACE_CITY	Text (150)	"Real" common place city identifier

5.4.5 Response Boundaries

Response Boundaries are represented by closed shape polygons in the GIS data. The purpose of creating boundaries, for use in CAD, is to recommend the streets, intersections, and common places to the boundaries they fall within. The polygons will represent the smallest named geographic area used to determine agency and beat-assigned resource responsible for responding to incidents. The boundary layers are user-defined and may include law beats (for agencies requiring law dispatch), fire zones (for agencies requiring fire dispatch), EMS zones (for agencies requiring emergency medical dispatch, etc.

The source feature class(es) containing Response Boundaries must contain the following information (Table 5-10):

Table 5-10. Response Boundaries Required Information

Column	Required	Data Type	Description
NAME	Yes	String(100)	The name of the boundary(beat), such as "BEAT 100", F10, "STATION 5", or "WEST SUBURBS"
AGENCY	Yes	String(25)	The PremierOne Agency ID corresponding to the agency responsible for responding to incidents created within this boundary

5.4.6 Reporting District Boundaries

Reporting District Boundaries are features that are represented geometrically by a polygon (area) which represent the geographic areas used for reporting. Each reporting district boundary feature is specific to a single agency. Motorola Solutions recommends that all reporting district boundaries for a particular agency type (i.e. Law, Fire, Medical, et cetera) be maintained in a single GIS data source.

The source feature class(es) containing Reporting District Boundaries must contain the following information (Table 5-11):

Table 5-11. Reporting District Boundaries Required Information

Column	Required	Data Type	Description
Name	Yes	String(50)	The name of the boundary, such as "A100", NW14, 362, etc...
Agency	Yes	String(25)	The PremierOne Agency ID corresponding to the agency associated with the reporting district.

5.4.7 Contractor Boundaries

Contractor Boundaries are features represented geometrically by a polygon (area). These features represent the geographic areas used to define Contractor rotations. Each Contractor boundary feature is specific to a single agency. Motorola recommends that all Contractor boundaries for a particular contractor type (i.e. Tow, Taxi, Board Up, etc.) be maintained in a single GIS data source per agency type. Using Contractor Boundaries is optional.

The source feature class(es) containing Contractor Boundaries must contain the following information (Table 5-12):

Table 5-12. Contractor Boundaries Required Information

Column	Required	Data Type	Description
Name	Yes	String(25)	The name of the boundary, such as "BEAT 100", "STATION 5", or "WEST SUBURBS"
Agency	Yes	String(20)	The Agency ID corresponding to the agency responsible for responding to incidents create within this boundary

5.4.8 Map Book Features

Map Book Page Boundaries are features that are represented geometrically by a polygon (area) which represent the geographic areas defined in a paper map book. Typically, these polygons are square or rectangular depending on the pages of the physical map book. Map Book boundaries are not specific to an agency or agency type.

The source feature class containing Map Book Boundaries may contain the following information (Table 5-13):

Table 5-13. Map Book Boundaries Required Information

Field	Required	Data Type	Description
BOOKNAME	Yes	String(25)	The name of the map book
PAGE NUMBER	No	String(8)	
GRID REFERENCE	Yes	String(8)	The grid name specific to the page (for example, "A1").

5.4.9 Premise Hazard Areas

Premise Hazard Areas are features that are represented geometrically by a polygon (area) which represent geographic areas associated with specific premise/hazard information. The purpose of the Premise Hazard area(s) is to provide the ability to assign the same premise hazard information (i.e. gate code, etc.) to multiple addresses within a polygon area instead of provisioning each address within that area manually on CAD. Premise Hazard areas are not specific to an agency.

A premise hazard boundary data source requires the following attributes:

- Premise Hazard Area Layer Name – Unlike the other Data Import Tools, the Premise Hazard Area Import tool does not accept a geodatabase feature class as the input source. Rather, it accepts a layer file which can be exported from a layer item in ArcMap. By using a layer file, the color and transparency properties configured for the map layer can be imported along with the data, allowing the layer display properties to be carried over when the premise hazard areas are displayed on the PremierOne Client maps.
- Area Name – Field containing a short name associated with the Premise Hazard Area

PremierOne also supports an attribute for a Description. This can be used to associate a longer description to describe the premise hazard area than the Area Name value supports.

5.4.10 Map Display

The PremierOne map display uses ArcMap documents (*.mxd files). The ArcMap document should contain all layers used for the PremierOne data upload and may include additional layers not required for dispatching (i.e. parks, fire hydrants, water, railroads, etc.). The data for the Map Display is not required for the initial data upload and will be reviewed during the PremierOne Import Tool training class.

SECTION 6

PROPOSAL PRICING

Motorola pricing is based on a complete system solution. The addition or deletion of any component(s) may subject the total system price to modifications.

Motorola Solutions' Pricing is on the following pages.



PROPOSAL PRICE SUMMARY - BASE SOLUTION

	Before Discounts	
PREMIERONE CAD AND MOBILE PRIMARY SITE SOLUTION AND SOFTWARE	\$2,226,921	
PREMIERONE RADIO RESPONDER LOCATION SOLUTION	\$258,818	
FIRE STATION ALERTING SOLUTION	\$930,936	
DISASTER RECOVERY SOLUTION	\$615,387	
Subtotal		<u>\$4,032,062</u>
LESS: Large System Discount - Purchase Base with At least 5 Total Years of Warranty and Support		<u>(\$883,839)</u>
Base Solution Grand Total		<u><u>\$3,148,223</u></u>

Motorola pricing is based on a complete system solution. The addition or deletion of any component(s) may subject the total system price to modifications.

PREMIERONE CAD AND MOBILE PRIMARY SITE SOLUTION AND SOFTWARE
Proposal Equipment Detail

Category	Name	Qty	Total
PremierOne Software			\$71,186
	P1 Query Service Server License	1	
	P1 GIS Editing Client Plug-In License	1	
	PremierOne CAD&Mobile Reporting Service Server License	1	
	PremierOne Mapping Server License	2	
PremierOne CAD Software			\$255,941
	P1 CAD Server License (Primary)	1	
	P1 CAD Dispatch (CAD Client and Mapping)	12	
	P1 AVL Vehicle Tracking Module License	1	
PremierOne Mobile Software			\$194,363
	P1 Mobile Server License (Primary)	1	
	PremierOne Enterprise Site License for Mobile Client usage	1	
	P1 Mobile Client License with Mobile Mapping (Per MDT License)	100	
	PremierOne Handheld Clients, iOS	10	
Motorola-Interfaces			\$22,400
	APCO Intercom	1	
	Tear-n-Run	1	
	Solacom E911 & TDD	1	
	Zoll-RescueNet FireRMS	1	
	Zoll-Electronic Patient Care Response-ePCR	1	
	ASTRO PTT Integration	1	
	MCC 7500 Console Integration	1	
	SMTP Notification	1	
Server Hardware and Software			\$143,018
	PremierOne HPE 42U Enterprise rack, with Console, KVM Switch, and monitored PDUs	1	
	Panduit cable strain relief bar for PremierOne	4	
	PremierOne HPE DL360 Gen10 Host Server	2	
	PremierOne HPE DL360 Gen10 Host Server 5Yr 24x7 Maintenance	2	
	PremierOne HPE DL360 Gen10 Monitor Server	1	
	PremierOne HPE DL360 Gen10 Monitor Server 5Yr 24x7 Maintenance	1	
	VMWare vSphere 6 Ent+ CPU	5	
	VMWare vSphere 6 Ent+ CPU 1 Yr 24x7 Maintenance	5	
	VMWare vCenter 6 Std	1	
	VMWare vCenter 6 Std 1 Yr 24x7 Maintenance	1	
	VM, Monitoring and ADC SW SolarWinds Network Performance Monitor SL250 Licence	1	
	VM, Monitoring and ADC SW SolarWinds NetFlow Traffic Analyzer SL250 Licence	1	
	VM, Monitoring and ADC SW F5 BIG-IP LTM VE200 Load Balancer	2	
	F5 BIG-IP LTM VE200 Load Balancer 1 Yr 24x7 Maintenance	2	

St. Johns County Fire-Rescue
Proposal # 19-PS-91618/FLP17P144B
PremierOne CAD and Mobile Solution



Category	Name	Qty	Total
Network Hardware			\$32,943
	Extreme Networks Summit X620-16t switch	2	
	Extreme Networks Summit X620-16t switch maintenance	2	
	Extreme Networks Summit X460-48 OOB switch	1	
	Extreme Networks Summit X460-48 OOB switch maintenance	1	
	PremierOne Fortigate FG-501E Firewall Device	2	
	PremierOne Fortigate FG-501E FortiCare 12 Months of Support Services	2	
	PremierOne FortiGate AC Power Supply for FG-300/301E AND FG-500/501E	2	
Storage Hardware and Software			\$45,803
	Storage Nimble Storage CS1000H SAN 12TB RAW 11x1TB HDD+ 2x240GB SSD (.480TB flash) iSCSI BUNDLE	1	
	Nimble Storage CS1000H SAN 1 Yr 24x7 Maintenance	1	
	Storage HP StoreOnce 3520	1	
	HP StoreOnce 3520 1 Yr 24x7 Maintenance	1	
Other Hardware and Software			\$74,559
	PremierOne Cable RJ-45(M) to RJ45(M) STP 2.44M CAT6a BLUE	2	
	PremierOne Cable RJ-45(M) to RJ45(M) UTP 2.44M CAT6a AQUA	8	
	PremierOne Cable RJ-45(M) to RJ45(M) UTP 2.44M CAT6a BLACK	4	
	PremierOne Cable RJ-45(M) to RJ45(M) UTP 2.13M CAT6a ORANGE	9	
	PremierOne Cable RJ-45(M) to RJ45(M) UTP 30.5cm CAT6a BLUE	2	
	PremierOne Cable RJ-45(M) to RJ45(M) UTP 15.2cm CAT6 RED	1	
	PREMIERONE 10GBASE50CM TWINAXIAL CABLE	4	
	Lantronix UDS1100 (one required for each 911 interface)	1	
	Microsoft Windows Server 2016 Std -(16 Core)	2	
	Microsoft Windows Server 2016 DataCenter (16 Core)	2	
	Microsoft Windows Server 2016 DataCenter (2 Core) Add Lic	8	
	Microsoft SQL Server Enterprise 2017 4 Core ENT Base Lic	4	
	Microsoft@SysCtrDatacenter 2016 2 Core Base and Add Lic	24	
Implementation/Installation			\$1,386,708
	PSA MOTOROLA PROF SVCS - PM		
	PSA MOTOROLA PROF SVCS - ENG		
System Subtotal			\$2,226,921
LESS: System Discount			(\$533,990)
Primary Site and Software Solution Grand Total			\$1,692,931



PREMIERONE RADIO RESPONDER LOCATION SOLUTION
 Proposal Equipment Detail

Category	Name	Qty	Total
PremierOne NGICC Software			
	Responder Location Server License	1	
	Subscriber Portable or Mobile (Person Location Tracking) Per Radio	450	
	Subscriber Flashport, per Radio	450	
Motorola-Interfaces			
	ASTRO Responder Location & Advanced Messaging	1	
Implementation/Installation			
	PSA MOTOROLA PROF SVCS - PM		
	PSA MOTOROLA PROF SVCS - ENG		
System Subtotal			\$258,818
LESS: System Discount			(\$52,747)
Responder Location Solution Total			\$206,071

FIRE STATION ALERTING SOLUTION
 Proposal Equipment Detail

Category	Name	Qty	Total
MACHAlert Fire Station Alerting Solution for 17 Stations with CAD Interface and Installation			
System Subtotal			
LESS: System Discount			(\$134,589)
MACHAlert Fire Station Alerting Solution Total			\$796,347

DISASTER RECOVERY SOLUTION
Proposal Equipment Detail

Category	Name	-----Qty-----	Total
Server Hardware and Software			\$113,048
	PremierOne HPE 42U Enterprise rack, with Console, KVM Switch, and monitored PDUs	1	
	Panduit cable strain relief bar for PremierOne	4	
	PremierOne HPE DL360 Gen10 Host Server	2	
	PremierOne HPE DL360 Gen10 Host Server 5Yr 24x7 Maintenance	2	
	VMWare vSphere 6 Ent+ CPU	5	
	VMWare vSphere 6 Ent+ CPU 1 Yr 24x7 Maintenance	5	
	VMWare vCenter 6 Std	1	
	VMWare vCenter 6 Std 1 Yr 24x7 Maintenance	1	
	VM, Monitoring and ADC SW F5 BIG-IP LTM VE200 Load Balancer	2	
	F5 BIG-IP LTM VE200 Load Balancer 1 Yr 24x7 Maintenance	2	
Network Hardware			\$32,943
	Extreme Networks Summit X620-16t switch	2	
	Extreme Networks Summit X620-16t switch maintenance	2	
	Extreme Networks Summit X460-48 OOB switch	1	
	Extreme Networks Summit X460-48 OOB switch maintenance	1	
	PremierOne Fortigate FG-501E Firewall Device	2	
	PremierOne Fortigate FG-501E FortiCare 24X7, 12 Months of Support Services	2	
	PremierOne FortiGate AC Power Supply for FG-300/301E AND FG-500/501E	2	
Storage Hardware and Software			\$34,128
	Storage Nimble Storage CS1000H SAN 12TB RAW 11x1TB HDD+ 2x240GB SSD (.480TB flash)	1	
	Nimble Storage CS1000H SAN 1 Yr 24x7 Maintenance	1	
Other Hardware and Software			\$61,526
	PremierOne Cable RJ-45(M) to RJ45(M) STP 2.44M CAT6a BLUE	2	
	PremierOne Cable RJ-45(M) to RJ45(M) UTP 2.44M CAT6a AQUA	8	
	PremierOne Cable RJ-45(M) to RJ45(M) UTP 2.44M CAT6a BLACK	4	
	PremierOne Cable RJ-45(M) to RJ45(M) UTP 2.13M CAT6a ORANGE	9	
	PremierOne Cable RJ-45(M) to RJ45(M) UTP 30.5cm CAT6a BLUE	2	
	PremierOne Cable RJ-45(M) to RJ45(M) UTP 15.2cm CAT6 RED	1	
	PREMIERONE 10GBASE50CM TWINAXIAL CABLE	4	
	Microsoft Windows Server 2016 DataCenter (16 Core)	2	
	Microsoft Windows Server 2016 DataCenter (2 Core) Add lic	8	
	Microsoft SQL Server Enterprise 2017 4 Core ENT Base Lic	3	
	Microsoft SysCtrDatacenter 2016 2 Core Base and Add Lic	24	
PremierOne CAD Software			\$33,795
	P1 CAD Server License (DR Backup Site)	1	
PremierOne Mobile Software			\$22,530
	P1 Mobile Server License (DR Backup Site)	1	
Implementation/Installation			\$317,417
	PSA MOTOROLA PROF SVCS - PM		
	PSA MOTOROLA PROF SVCS - ENG		
	Interface Deployment, DR Site		
System Subtotal			\$615,387
LESS: Large System Discount - Purchase with Base and 5 Years of Support			(\$162,513)
Disaster Recovery Solution Total			\$452,874

SOLUTION MAINTENANCE SUMMARY

Maintenance Detail	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Total
Base maintenance Solution	Warranty	\$199,338	\$207,996	\$217,084	\$226,627	\$233,467	\$240,514	\$247,774	\$255,254	\$262,962	\$2,091,016
Annual User Conference Registrations	Included	\$1,990	\$1,990	\$1,990	\$1,990	\$1,990	\$1,990	\$1,990	\$1,990	\$1,990	\$17,910
Onsite Upgrade Services (Up to 5 Over 10 Years)	N/A	\$64,647	\$64,647	\$64,647	\$64,647	\$64,647	\$64,647	\$64,647	\$64,647	\$64,647	\$581,823
Hardware / 3rd Party Software Upgrade. (Up to 1 over Term)	N/A	\$97,161	\$97,161	\$97,161	\$97,161	\$97,161	\$97,161	N/A	N/A	N/A	\$582,966
Hardware Upgrade Services (Up to 1 over Term)	N/A	\$21,485	\$21,485	\$21,485	\$21,485	\$21,485	\$21,485	N/A	N/A	N/A	\$128,910
Subtotal - Before Additional Discount		\$384,621	\$393,279	\$402,367	\$411,910	\$418,750	\$425,797	\$314,411	\$321,891	\$329,599	\$3,402,625
Less Multi-Year Discount - 10 Year Agreement	N/A	(\$37,807)	(\$37,807)	(\$37,807)	(\$37,807)	(\$37,807)	(\$37,807)	(\$37,807)	(\$37,807)	(\$37,807)	(\$340,263)
Annual Total	\$0	\$346,814	\$355,472	\$364,560	\$374,103	\$380,943	\$387,990	\$276,604	\$284,084	\$291,792	\$3,062,362

Embedded Maintenance for Microsoft products is limited to Systems Center Operations Manager embedded licenses. Maintenance for Microsoft Windows Server and Microsoft SQL Server is NOT included.

*Onsite Upgrade Services are only required for the Standard Release Upgrades (4.4, 4.5, etc.). All On Demand and Cumulative upgrades are included in base maintenance delivered remotely. Standard Releases are available approximately once each year but do not have to be taken each year. Five (5) is suggested over 10 years (every other year) however fewer or more may be selected.



OPTIONAL - ADVANCED RADIO MESSAGING SOLUTION

(Purchase at same time as base solution)

Proposal Equipment Detail

Category	Name	-----Qty-----	Total
PremierOne NGICC Software			\$215,314
	P1 Messaging Server License for Astro portable and mobile radios	1	
	P1 Dispatch Notifications Server License for Astro portable and mobile radios	1	
	Subscriber Portable or Mobile (Messaging Services) Per Radio	450	
	Subscriber Group Services Flashport, Per Radio	450	
	ASTRO 25 Advanced Messaging License	1	

System Subtotal	\$215,314
LESS: System Discount	(\$24,026)

Advanced Messaging Solution Total	\$191,288

Maintenance Summary - Advanced Messaging Option	
Year 1	Warranty
Year 2	\$7,706
Year 3	\$8,091
Year 4	\$8,496
Year 5	\$8,921
Year 6	\$9,189
Year 7	\$9,464
Year 8	\$9,748
Year 9	\$10,041
Year 10	\$10,342

SECTION 8

ATTACHMENT A: INTERFACE SPECIFICATION DOCUMENTS

The Interface Specification Documents are on the following pages.





MOTOROLA SOLUTIONS

PREMIERONE™ CAD - APCO INTELLICOMM INTERFACE

**INTERFACE SPECIFICATION DOCUMENT
ST. JOHNS COUNTY, FL**

FEBRUARY 15, 2019

VERSION 1.1.1

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SECTION 1

INTERFACE DESCRIPTION

1.1 INTRODUCTION

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne™ CAD - APCO Intellicomm Interface ("Interface") and the scope of work involved in delivering this interface. Motorola Solutions will deploy the interface and verify the functionality described in this ISD. If St. Johns County, FL ("Customer") desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.2 INTERFACE OVERVIEW

The Interface is a client to client interface that has two-way communications. It uses the RESTful WEB protocol to communicate between PremierOne CAD and APCO Intellicomm. The Interface provides the ability to exchange information between the APCO Intellicomm Interface and PremierOne CAD, so call takers can seamlessly add information to an open incident.

The APCO Intellicomm interface to PremierOne CAD is a cloud based solution that will be accessed through a browser. PremierOne CAD and APCO Intellicomm interface run concurrently on the client workstation.

Call takers use the APCO Intellicomm WEB application to collect information from the caller in a question and answer format. This information is then transferred to PremierOne CAD and becomes part of the incident.

Figure 1-1 shows the connectivity and primary data flow across the system.

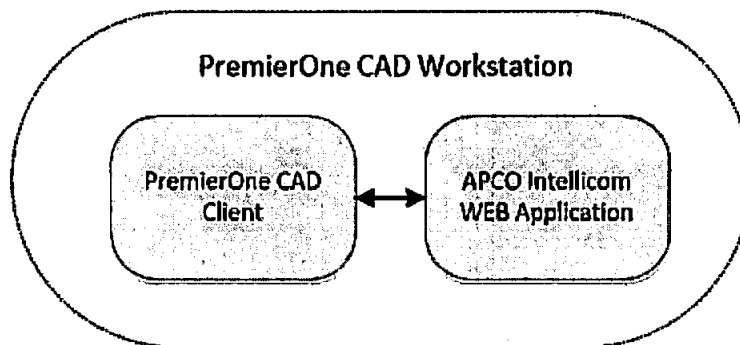


Figure 1-1. APCO Intellicomm Interface Diagram

Information required for installation, configuration, test and support purposes regarding this APCO Intellicomm interface will be gathered during the ISD review.

1.3 DATA EXCHANGE

All transactions between PremierOne CAD and the APCO Intellicomm interface will be based on the APCO Intellicomm API.

The user will use the shortcut keys to enable and connect to the APCO Intellicomm WEB service.

The data flow diagram captures some of the event and message exchanges between the systems.

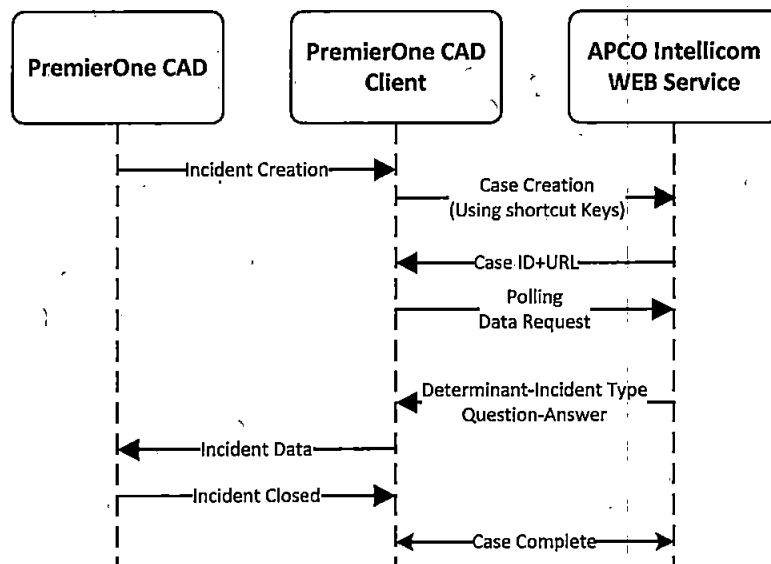


Figure 1-2. APCO Intellicomm Data Flow Diagram

1.4 BUSINESS PROCESS

None.

1.5 USER EXPERIENCE

The PremierOne CAD user will be able to use the assigned shortcut keys (Example: Ctrl+Alt+M) to launch and populate the APCO Intellicomm application. The user will then be able to collect the information from APCO Intellicomm application and have the information transferred to the PremierOne incident form. PremierOne CAD will poll the APCO Intellicomm Interface at a predefined interval and populate the incident with new information as it becomes available. Response data will be populated into the comments box on the incident.

PremierOne CAD System

Console: Edit Work Area Utilities Help

1:59:25 PM Summary Dispatch History Persons(1) Vehicles

Friday, February 15, 2019

DC-00000059 ABPAI 100 ZURICH DR 1:48:55 PM 2/15/2019

Status: Pending

Location: 100 ZURICH DR

Loc Name:

Description:

City: CHICAGO HEIGHTS Subdiv:

Building: Floor: Apt/Unit:

Zip Code: 60411 Centerline LV

Cross St: 721600 E LINCOLN HWY Map II

Comments:

Priority Comment:

Incid Type: ABPAI Priority: 1 Agency ID: DC

Mod Circum: A AR5 S SC28 B DC67

Prints Free Reopen Close Incid

Comments (13)

Time/Date	User ID	Console ID
1:50:17 PM 2/15/2019	NUser102	DEV026
CASE COMPLETED (L105A-D03E)		
1:58:10 PM 2/15/2019	NUser102	DEV026
PATIENT DOES NOT HAVE A MEDICAL AND SURGICAL HISTORY		
1:58:17 PM 2/15/2019	NUser102	DEV026
PAIN IS NOT DUE TO INJURY		
1:57:14 PM 2/15/2019	NUser102	DEV026
PAIN IS BELOW BELLY BUTTON THE PATIENT HAS NOT VOMITED BOWEL MOVEMENT IS NORMAL		
1:55:38 PM 2/15/2019	NUser102	DEV026
PATIENT IS HAVING CHEST AND BACK PAIN		
1:55:36 PM 2/15/2019	NUser102	DEV026
PATIENT IS HAVING CHEST PAINS		
1:55:31 PM 2/15/2019	NUser102	DEV026
PATIENT CANNOT SPEAK IN FULL SENTENCES		

Info Panel

Network: Available
Mode: Online
Const: DEV026
User: NUser102
Role: Dispatcher
Shift: RCC
Envir: Production
ANAL:

Figure 1-3. Case Information Transfer Sample

1.6 USE CASE

Use Cases describe specific user and system interactions provided by the interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Case

Use Case	Description
UC-01	PremierOne user can launch APCO Intellicomm using shortcut keys.
UC-02	PremierOne system can receive data from APCO Intellicomm
UC-03	PremierOne user can view the information received from APCO Intellicomm

SECTION 2

OPERATIONAL CONSIDERATIONS

2.1 CONNECTIVITY

Connectivity needs to be established between PremierOne CAD and APCO Intellicomm, over the Customer Enterprise Network, using a WEB browser on the PremierOne CAD client.

2.2 EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

2.3 SECURITY

There are no additional security requirements for the Interface, beyond the standard implementation for PremierOne CAD.

2.4 PERFORMANCE

There are no explicit performance requirements for the Interface.

2.5 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for PremierOne CAD.

2.6 SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in APCO Intellicomm Interface or the Customer Enterprise Network, which might affect the Interface.

Customer is responsible for keeping the reference data synchronized between PremierOne CAD and APCO Intellicomm

SECTION 3

STATEMENT OF WORK

3.1 OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2 RESPONSIBILITIES

Motorola Solutions Responsibilities

- a) Conduct an ISD review session with the Customer subject matter experts to obtain details regarding IRF and any potential determinant code mapping.
- b) Implement the interface.
- c) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.
- d) Provide the Interface Test Procedure document and conduct functional demonstration validating the interface works in accordance with this ISD.

Customer Responsibilities

- a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.
- b) Familiarize themselves with this ISD and Interface Test Procedure for the interface.
- c) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.
- d) Procure all customer third-party licenses and API documentation, as required.
- e) The customer's third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.
- f) Coordinate Customer third-party involvement with the implementation and testing of the interface, as required.
- g) Witness the functional demonstration of the interface.
- h) Protect the Enterprise Network against unauthorized access.
- i) Provide secure connections between PremierOne and <Interface Name>.
- j) Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.



- k) Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

3.3 IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Task	Owner
Provision IRF Mapping (Inbound) in PremierOne CAD	Customer
Provision the Interface in PremierOne CAD.	Motorola Solutions
Install CSI Lite on PremierOne CAD Workstations.	Motorola Solutions/Customer
Provide Internet access for PremierOne CAD Workstations for testing.	Customer



PREMIERONE™ CAD - ASTRO RADIO CONSOLE (MCC 7500) INTERFACE

**INTERFACE SPECIFICATION DOCUMENT
ST. JOHNS COUNTY, FL**

VERSION 1.1.1

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SECTION 1

INTERFACE DESCRIPTION

1.1 INTRODUCTION

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne CAD ASTRO Radio Console Interface ("Interface") and the scope of work involved in delivering this Interface. Motorola Solutions will deploy the Interface and verify the functionality described in this ISD. If St. Johns County, FL ("Customer") desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.2 INTERFACE OVERVIEW

This Interface provides integration between Motorola Solutions MCC7500 Radio Console and PremierOne CAD. The integration between the two systems will provide PremierOne end users the capability of channel group control for Priority Transmissions over the radio system. This enables end users to quickly perform Channel Select, Multi-Channel Select and Priority Transmissions (APBs) without having to switch to the radio console workstation.

The Interface on PremierOne CAD V4.3 and later implements an API based on a RESTful and Websocket architecture. Provisioning includes a section under Resources – Devices – Workstation/MDT/Handheld which includes an Interface Settings subtab for configuring the REST API. The "Console CAD Proxy" also provides the necessary TCP/IP Socket connection for the PremierOne CAD client communications.

This Interface is between the PremierOne CAD client and the MCC7500 client. Data flows between the two clients directly; it does not pass through the PremierOne CAD servers. However, the data does not flow between the PremierOne CAD client and the MCC7500 client in the event the PremierOne client becomes disconnected from the PremierOne server.

Figure 1-1 shows the connectivity and primary data flow across the system.

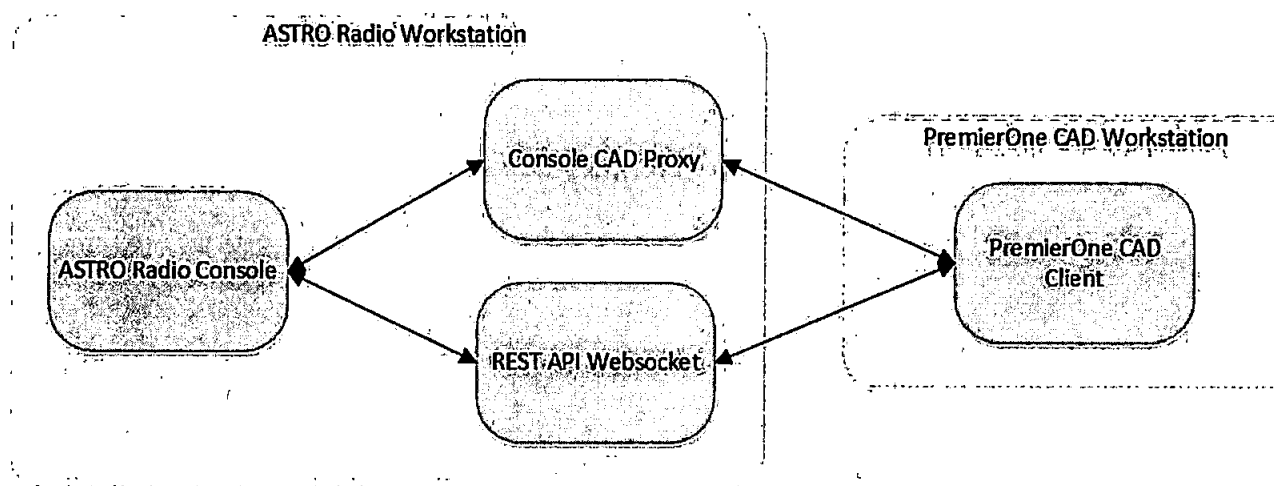


Figure 1-1. ASTRO Radio Console Interface Diagram

Information required for installation, configuration, test and support purposes regarding this Interface will be gathered during the ISD review.

1.3 DATA EXCHANGE

The REST API – websocket architecture manages the data exchange between MCC7500 Consoles and PremierOne CAD workstations.

The data flow diagram captures the events, triggers and message exchange between the systems.

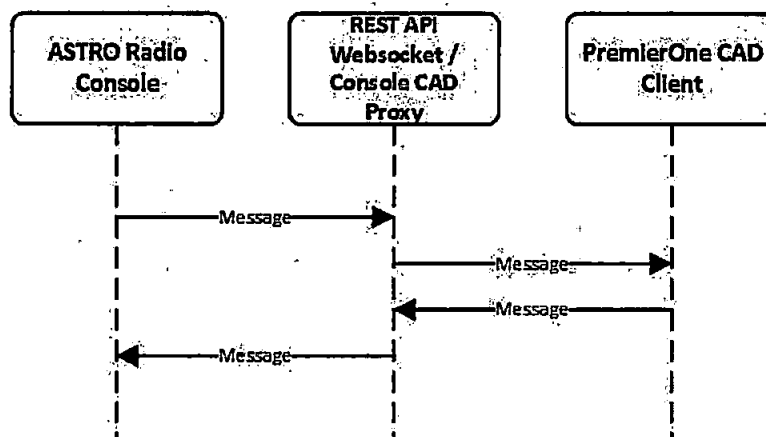


Figure 1-2. ASTRO Radio Console Data Flow Diagram

1.4 BUSINESS PROCESS

None.

1.5 USER EXPERIENCE

The functions supported by this Interface allow the dispatcher to communicate with different resources over the radio system. The resources can be predefined or grouped dynamically via MultiSelect options.

The ability to create these temporary groups for transmission directly from their PremierOne CAD client allows dispatchers to remain focused on their CAD status monitors and maps, and to be attentive to the units dispatched, without shifting focus to their radio console workstation. CAD users will have the following abilities:

- Create MultiSelect groups
- Load MultiSelect groups
- Open MultiSelect groups
- Close MultiSelect groups
- Reset MultiSelect groups

The CAD client can dynamically manage, on an associated Radio Console, a single dedicated MultiSelect consisting of the Talkgroups of all the units assigned to an incident. Dispatchers can then transmit to all the assigned units on the incident, regardless of their Talkgroup affiliations. While the Dynamic MultiSelect is active, and as units are added or cleared from the incident, any radio affiliation changes are processed to determine if the Talkgroup list has changed. If it has changed, the CAD system provides an updated Talkgroup list to the Radio Console. Again, Users can add incidents and combine up to five active incidents in a single Dynamic MultiSelect.

The radio capabilities are accessed from the PremierOne CAD client by selecting the Radio item in the Utilities menu. When the Radio feature is opened, the Radio Console dialog box appears with the MultiSelects tab in focus.

1.5.1 MultiSelect

The list of available channels displays on the left side of the dialog box and the selected channels display on the right side of the dialog box. The status of each channel in the Selected Channels box is dynamically updated whenever any change occurs in the radio system and is indicated by colored highlights. The following list describes the various channel status displays and when they occur:

- **White Background (no highlight).** Indicates the channel is idle (not transmitting) and is available for transmission.
- **Red Highlight.** Indicates the channel is being used for transmission by the operator on the workstation. This channel is considered available to this workstation.
- **Yellow Highlight.** Indicates the channel is busy at another workstation and is not available to the workstation/position.

- **Black Highlight with White Crisscross.** Indicates the channel is defined as a valid channel within the radio system, but is not available to the workstation.
- **Black Background/Faint Crisscross.** Indicates the channel is not a valid channel within the radio system, but the workstation operator is attempting to use it.

1.5.2 Priority Transmit (APB)

An All-Points-Bulletin (APB) is a method of quickly transmitting to a MultiSelect group without first opening the group. This allows the dispatcher to make a broadcast announcement to all of the resources contained within the desired MultiSelect group, either predefined or created dynamically from the PremierOne CAD Client.

1.5.3 Channel Request

The Channel Request functionality allows a dispatcher to notify other dispatchers that they have the channel for transmit capability, typically for an APB for all or a large number of units. Once the Channel Request notification goes out, other dispatchers can then transmit over the designated channels.

For further details on Dynamic MultiSelect, please refer to the PremierOne 4.3 Radio Console User Guide.

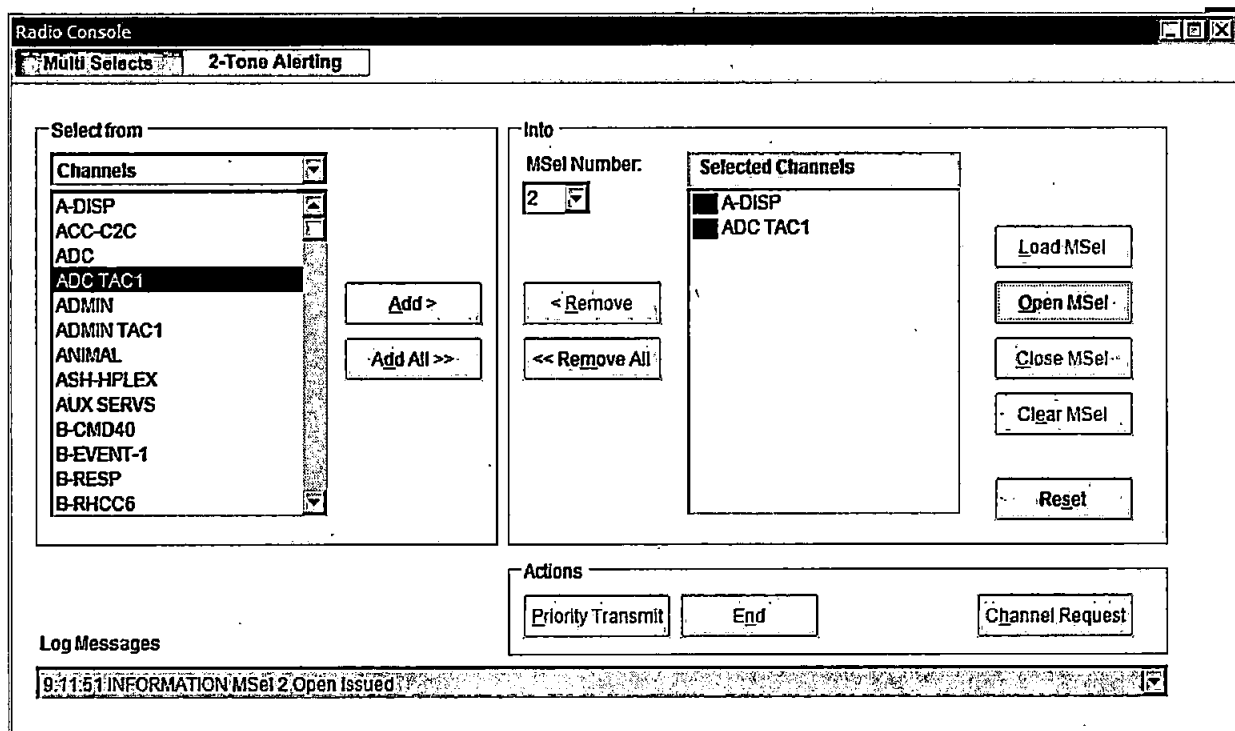


Figure 1-3. Radio Console Sample

1.5.5 Two-tone Radio Alerting

Two-tone radio alerting (sometimes referred to as two-tone paging) is a method of sending tones out to a group of pagers. These tones alert the person carrying the pager. Optionally, the tones can be followed by a voice message from a dispatcher, if ASTRO system supports this. This option is called Talk Extend. When Talk Extend is used, the tones are followed by an open microphone and voice is transmitted from the dispatcher's radio console to all of the pagers/radios in the group. Then, all of the queued two-tone alerts are sent in parallel (at the same time) so the transmission channel is open for all of them at the same time. When Talk Extend is disabled, the two-tone radio alerts are sent sequentially (one after another). Therefore, when Talk Extend is disabled, one group will start and finish before the next group starts. This action continues until the pager queue is empty. Two-tone radio alerts can be sent just like any other toning event. They are supported from the II, ID, and UX commands using the Alerting button.

1.6 USE CASES

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Cases

Use Cases	Description
UC-01	User can view radio console information in PremierOne CAD.
UC-02	User is able to Dynamic and Automatic MultiSelect Talkgroups of all the units assigned to an incident.
UC-03	User is able to send broadcast messages to the group (Priority Transmit).
UC-04	User is able to perform a two-tone Radio alert from the CAD console.

SECTION 2

OPERATIONAL CONSIDERATIONS

2.1 CONNECTIVITY

Connectivity needs to be established between PremierOne CAD Workstation and MCC7500 Workstation, over the Customer Enterprise Network. Certain TCP/IP ports need to be open across the Radio and CAD network.

Connectivity details will be defined by the Motorola Solutions Radio Systems Engineer, Motorola Solutions Architect and the Customer Infrastructure Team.

2.2 EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

You can view event messages in the Event Log at any time. The Event Log displays the last 30 event messages. The most recent message displays at the top of the list. To view the Event Log: Click the arrow for the Log Messages drop-down list at the bottom of the dialog box. The Radio Console utility displays a "Not Ready" status when there is a communication issues between the interfaces.

2.3 SECURITY

There are no additional security requirements for the Interface, beyond the standard implementation for PremierOne CAD.

2.4 PERFORMANCE

There are no explicit performance requirements for the Interface.

2.5 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for PremierOne CAD.

2.6 SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in the MCC7500 Console or Customer Enterprise Network, which might affect the Interface.

Customer is responsible for keeping the reference data synchronized between PremierOne CAD and the MCC7500 system.

SECTION 3

STATEMENT OF WORK

3.1 OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2 RESPONSIBILITIES

Motorola Solutions Responsibilities

- a) Conduct an ISD review session with the Customer subject matter experts to obtain details regarding the Interface.
- b) Implement the Interface.
- c) Provision the REST API and install the console proxy.
- d) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.
- e) Conduct a functional demonstration validating the Interface works in accordance with this ISD.

Customer Responsibilities

- a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.
- b) Familiarize themselves with this ISD.
- c) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.
- d) The customer's third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.
- e) Witness the functional demonstration of the Interface.
- f) Protect the Enterprise Network against unauthorized access.
- g) Provide secure connections between PremierOne and the Interface.
- h) Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.
- i) Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.



3.3 IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Task	Owner
Establish network connectivity between ASTRO Radio Workstation and PremierOne CAD Workstation.	Customer / Motorola Solutions
Provision ASTRO Radio Workstations and their associated PremierOne CAD Workstations in PremierOne CAD.	Customer
Provision radios in PremierOne CAD - Radios, Alias, Talk Groups, Assignments.	Customer
Install REST API and Console Proxy on ASTRO Radio Workstation.	Motorola Solutions
Configure the Interface in PremierOne CAD.	Motorola Solutions
Provide ASTRO Radio Workstation for testing.	Customer



PREMIERONE™ CAD - ZOLL FRMS INTERFACE

INTERFACE SPECIFICATION DOCUMENT
ST. JOHNS COUNTY, FL

VERSION 1.0

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SECTION 1

INTERFACE DESCRIPTION

1.1 INTRODUCTION

This Interface Specification Document provides a description of the capabilities of PremierOne, the interface between PremierOne and the Zoll FRMS ("System"), and the scope of work involved in delivering an interface between System and the St. Johns County, FL ("Customer") PremierOne CAD. It is not representative of the capabilities of the System. The Customer must coordinate with third party vendors and/or system administrators to determine any necessary hardware, software licenses, or product upgrades required to support the PremierOne interface. Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution. Motorola Solutions will deploy the interface and verify the functionality described in this Interface Specification Document. If Customer desires any changes from this standard interface implementation, those changes can be address via the change provision of the contract.

1.2 INTERFACE OVERVIEW

The Zoll FRMS interface provides PremierOne CAD incident and unit data to Zoll FRMS system.

The Data Export interface allows PremierOne CAD to provide PremierOne data to the External System. The PremierOne CAD system is setup to post transactional updates to the RDW database within 30 seconds. The PremierOne Common Services Interface (CSI) will be scheduled to extract the required data from PremierOne CAD RDW. The CSI service can provide the data in a file format, update the external system database directly, send emails or call an Application Programming Interface (API) published by the external system. CSI has built-in connectors for Open Database Connectivity (ODBC), File Transfer Protocol (FTP), Secure File Transfer Protocol (SFTP), Simple Mail Transfer Protocol (SMTP), REST-Web Service and Transmission Control Protocol (TCP) connection.

The interface diagram shows the connectivity and primary data flow across the system. Blue shaded box represents the new systems and software that will be deployed to implement the interface. Green shaded box represents existing systems required for the interface.

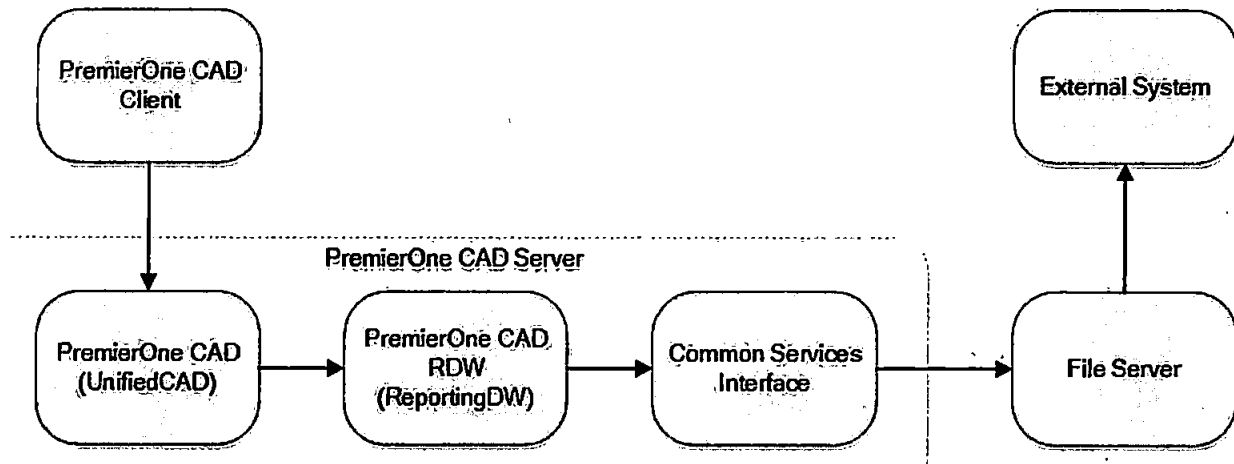


Figure 1-1. File Extract Interface Diagram

In the database update option, the CSI service can be configured to call a Stored Procedure provided by the External System, to insert data into the External System.

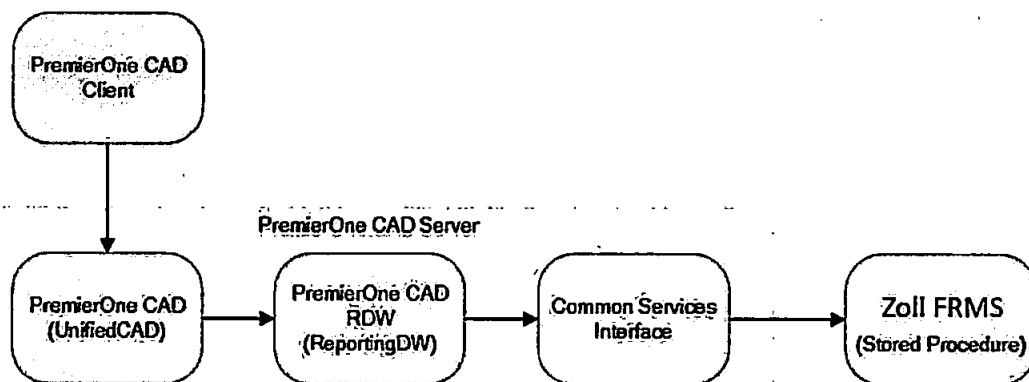


Figure 1-2. Database Update Interface Diagram

In the send email option, the CSI service can be configured to send data in an email, via the SMTP interface.

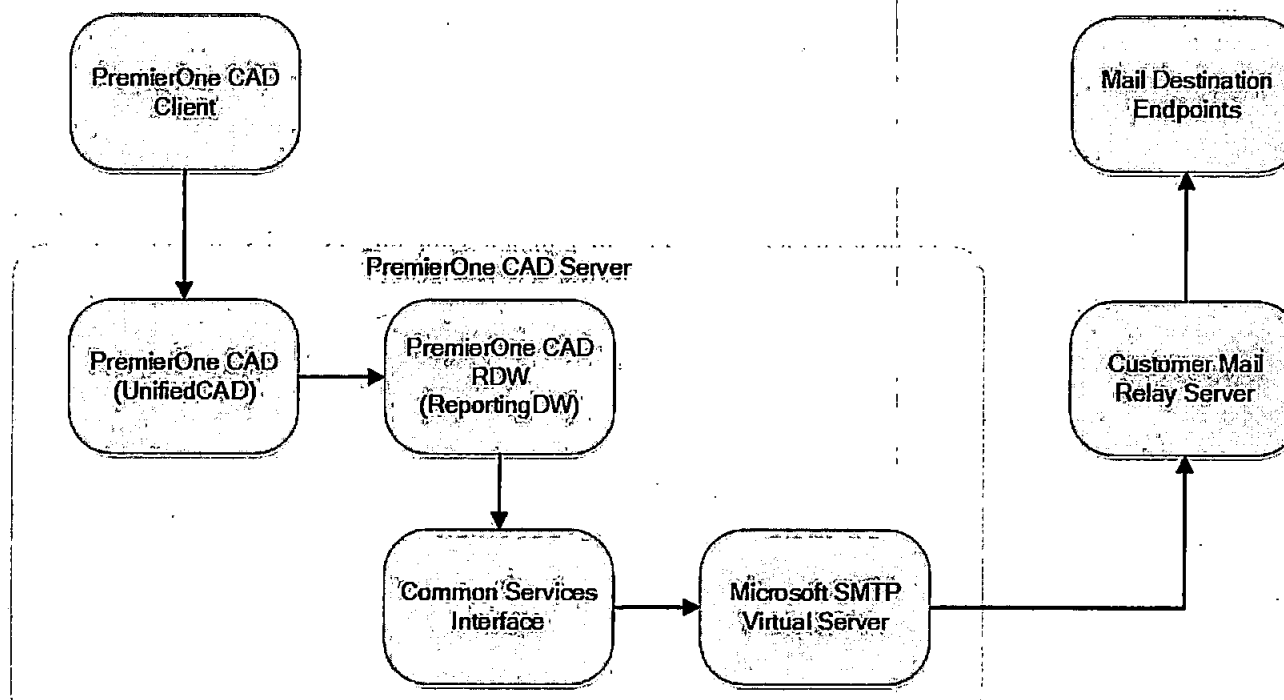


Figure 1-3. Send Email Interface Diagram

In the API call option, the CSI service can be configured to call an API provided by the External System, to provide the data to the External System.

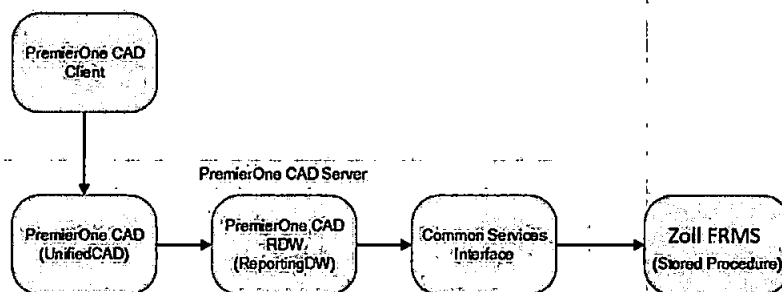


Figure 1-4. API Call Interface Diagram

The Data Export interface provides data from PremierOne CAD Views (MV_* Views) and is based on the new, update or closed triggering criteria. The interface provides the current snapshot of the incident.

Details regarding the connector type, connection details, data element and triggering criteria will be defined during the interface discovery phase, and will be documented in the Technical Specification Document. This interface requires modification to PremierOne CSI service, Motorola Solutions is reliant on receipt of the API or Stored Procedure and the associated design documents from the Customer to implement the interface.

Details regarding the ZOLL FRMS System will be defined during the interface discovery phase, and will be documented in the Technical Specification Document. Any additional requirements gathered during the interface discovery phase will be provided to the Customer as a change order for Customer consideration.

1.3 DATA EXCHANGE

PremierOne CSI manages the data extraction and transfer process.

The data flow diagram captures the events, triggers and message exchange between the systems.

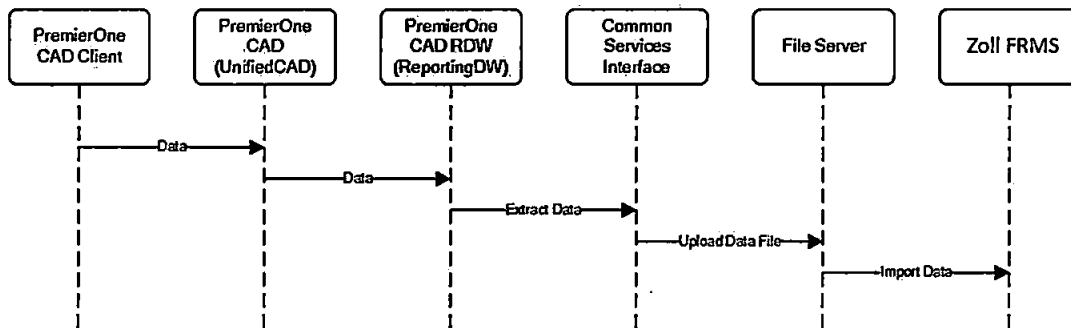


Figure 1-5. File Extract Data Flow Diagram

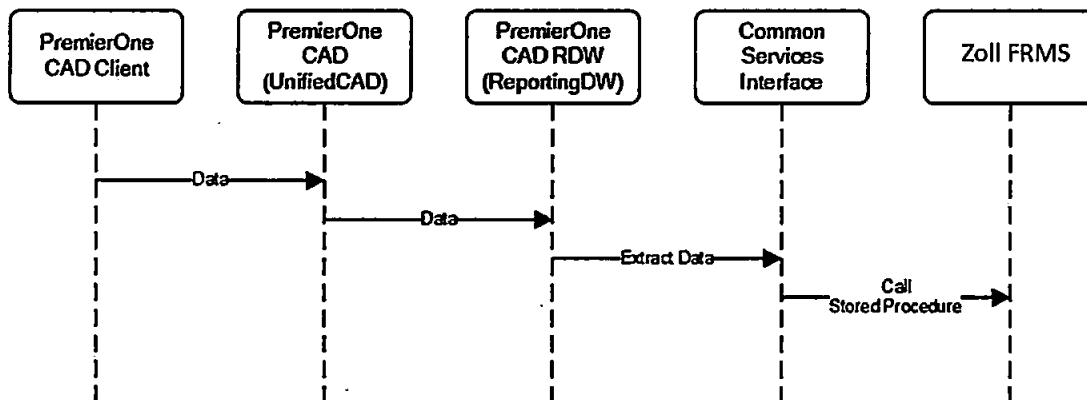


Figure 1-6. Database Update Data Flow Diagram

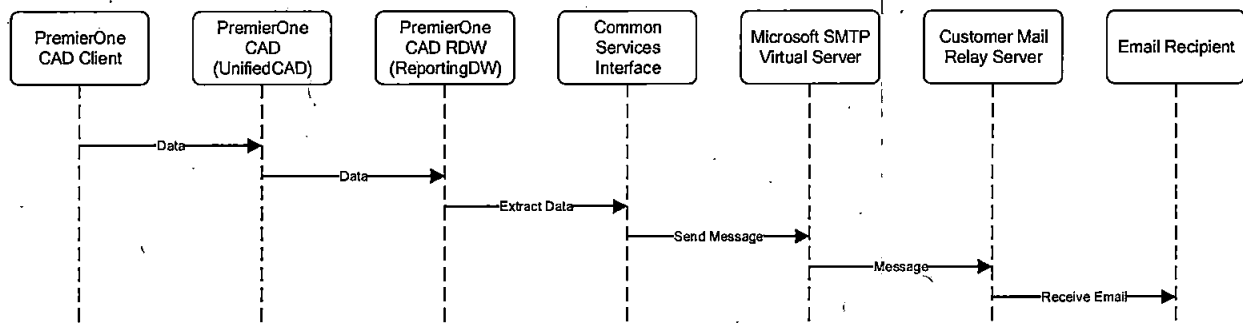


Figure 1-5. Send Email Data Flow Diagram

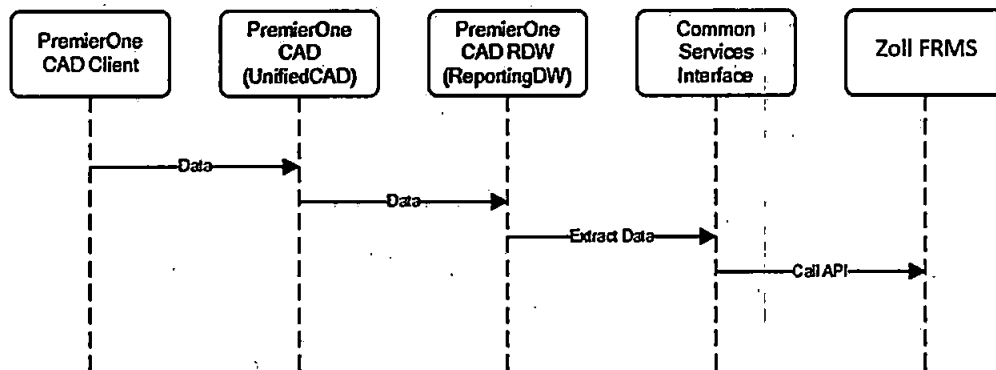


Figure 1-8. API Call Data Flow Diagram

1.4 BUSINESS PROCESS

None

1.5 USER EXPERIENCE

The data transfer occurs in the background and is transparent to the PremierOne CAD user. On the Zoll side, SMS processes the incident data and makes the information available for their users.

1.6 USE CASE

Use Cases describe specific user and system interactions provided by the interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Case

Use Case	Description
UC-01	PremierOne system can export data.

SECTION 2

OPERATIONAL CONSIDERATIONS

2.1 CONNECTIVITY

The Zoll FRMS Message Server will need to connect to the PremierOne Application server via a TCP/IP connection.

The Zoll FRMS Message Server listens on a TCP/IP port for the incoming transaction. The default port 2060 is used and is configurable on CSI and the Zoll FRMS Message Server.

2.2 EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in the Windows Event Log on the application server. CSI exceptions are logged in the PremierOne database.

2.3 SECURITY

For the file extract solution, a Windows Service Account with read/write access to the File Server will be created for PremierOne CAD and the External System.

Access needs to be provided to the External System API or Stored Procedure. For the database update solution, a SQL account with access to the Stored Procedure will be created in the External System database for PremierOne CAD.

2.4 PERFORMANCE

There are no explicit performance requirements for the interface.

2.5 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the interface, beyond the standard implementation for PremierOne CAD.

2.6 SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in the External System data source or API, File Server, Customer mail relay server or Customer Enterprise Network, which might affect the interface.

Customer is responsible for regularly archiving/purging files on the File Server.

Customer is responsible for regularly purging data and files from the servers and maintaining optimal system performance.



SECTION 3

STATEMENT OF WORK

3.1 OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions, the Customer, and applicable Third Parties during the interface deployment. This Statement of Work provides understanding of the work required by all parties for a successful interface implementation.

3.2 RESPONSIBILITIES

Motorola Solutions Responsibilities

- a) As part of the interface discovery, work with the customer subject matter experts to obtain details regarding the connector type, connection details, data element and triggering criteria.
- b) Document the discovery details in the Technical Specification Document.
- c) Implement the Data Export interface.
- d) Provide guidance on hardware, software and network connectivity as needed to support the interface, prior to implementation.
- e) Provide the Interface Test Procedure document and conduct functional demonstration validating the interface works in accordance with the Interface Specification Document.

Customer Responsibilities

- a) Participate in the interface discovery sessions and provide details for the Technical Specification Document, as mentioned in Motorola Solutions Responsibility (a).
- b) Provide filter criteria (agency, incident type, status) to provide only relevant data to the External System.
- c) Familiarize with the Interface Specification Document and Interface Test Procedure for the interface.
- d) Provide all hardware, software and network connectivity on the Customer Enterprise Network as required to support the interface, prior to implementation.
- e) Provide the external database driver to enable ODBC connection, if required.
- f) Witness the functional demonstration of the interface and conduct additional testing of the interface as desired.
- g) Manage vendor responsibilities to completion, enabling Motorola Solutions to complete its responsibilities.
- h) Manage communication between Motorola Solutions and External System Vendors, enabling Motorola Solutions to complete its responsibilities.

Zoll FRMS Responsibilities

- a) Participate in the interface discovery sessions and provide details for the Technical Specification Document, as mentioned in Motorola Solutions Responsibility (a).
- b) Provide Stored Procedure or API to the External System.
- c) Provide associated user guide or design documentation for implementing the interface.
- d) Configure External System to consume PremierOne CAD data.

3.3 IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Task	Owner
Provide File Server	Customer
Provide PremierOne Service Account read/write privilege to the File Server	Customer
Provide Windows Service Accounts with read/write privilege to the File Server for the External System	Customer
Establish network connectivity between PremierOne CAD and the File Server	Customer
Establish network connectivity between External System and the File Server	Customer
Provide filter criteria for PremierOne CAD data extract - Agency, Incident Type, Status	Customer
Provide file name and file format for the file extract	Customer / Zoll FRMS
Develop and install CSI component to extract and transfer PremierOne CAD data	Motorola Solutions
Configure Data Export Interface in PremierOne	Motorola Solutions
Configure External System to consume PremierOne CAD data	Zoll FRMS
Purge files from File Server	Customer / Zoll FRMS

SECTION 4

APPENDIX

4.1 ACRONYMS AND DEFINITIONS

Table 4-1. Acronyms & Definitions

Acronym	Definition
API	Application Programming Interface
CAD	Computer Aided Dispatch
CSI	Common Services Interface
FTP	File Transfer Protocol
ODBC	Open Database Connectivity
RDW	Reporting Data Warehouse
REST	Representational State Transfer
SFTP	Secure File Transfer Protocol
SMTP	Simple Mail Transfer Protocol
SQL	Structured Query Language
TCP	Transmission Control Protocol
FRMS	Fire Records Management System
SMS	Zoll FRMS Message Server
TCP/IP	Transmission Control Protocol/Internet Protocol



PREMIERONE™ CAD - OUTBOUND DATA INTERFACE

**PREMIERONE™ CAD - OUTBOUND DATA INTERFACE BETWEEN ZOLL-ELECTRONIC PATIENT CARE
RESPONSE-EPCR AND PREMIERONE CAD SYSTEM**

VERSION 1.1.1

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SECTION 1

INTERFACE DESCRIPTION

1.1 INTRODUCTION

The following Statement of Work (SOW) defines the scope of work involved in delivering an interface between Zoll-Electronic Patient Care Response-ePCR and St. Johns County, FL's ("Customer") PremierOne CAD System. This document includes the responsibilities of Motorola and the Customer.

1.2 INTERFACE OVERVIEW

The Interface allows PremierOne CAD to provide PremierOne data to the third-party system. The PremierOne CAD system is setup to post transactional updates to the RDW database within 30 seconds. The PremierOne Common Services Interface (CSI) will be scheduled to extract the required data from PremierOne CAD RDW. The CSI service can provide the data in a file format, update the external system database directly, send emails or call an Application Programming Interface (API) published by the third-party system. The CSI service has built-in connectors for Open Database Connectivity (ODBC), File Transfer Protocol (FTP), Secure File Transfer Protocol (SFTP), Simple Mail Transfer Protocol (SMTP), REST Web Service and Transmission Control Protocol (TCP) connection.

Figure 1-1 through Figure 1-4 show the connectivity and primary data flow across the system for each Outbound Data option.

In the file extract option, the CSI service will upload the data file on a file Server. The third-party system would monitor the file Server and import the PremierOne data. The CSI service can provide the data as fixed or delimited records or as XML messages.

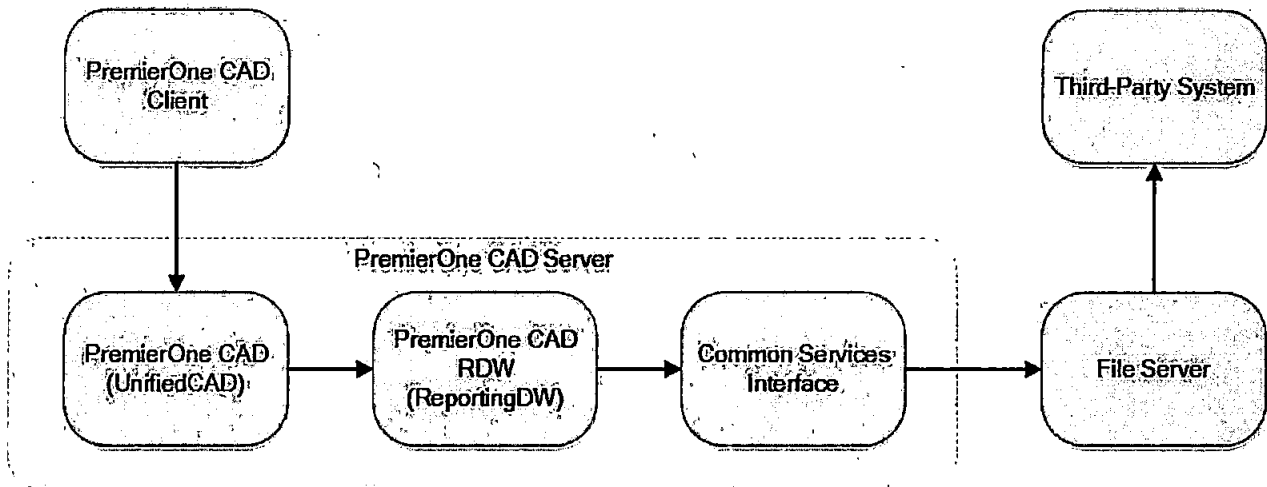


Figure 1-1. Outbound Data Interface Diagram

In the database update option, the CSI service can be configured to call a Stored Procedure provided by the third-party system, to insert PremierOne data into the third-party system database.

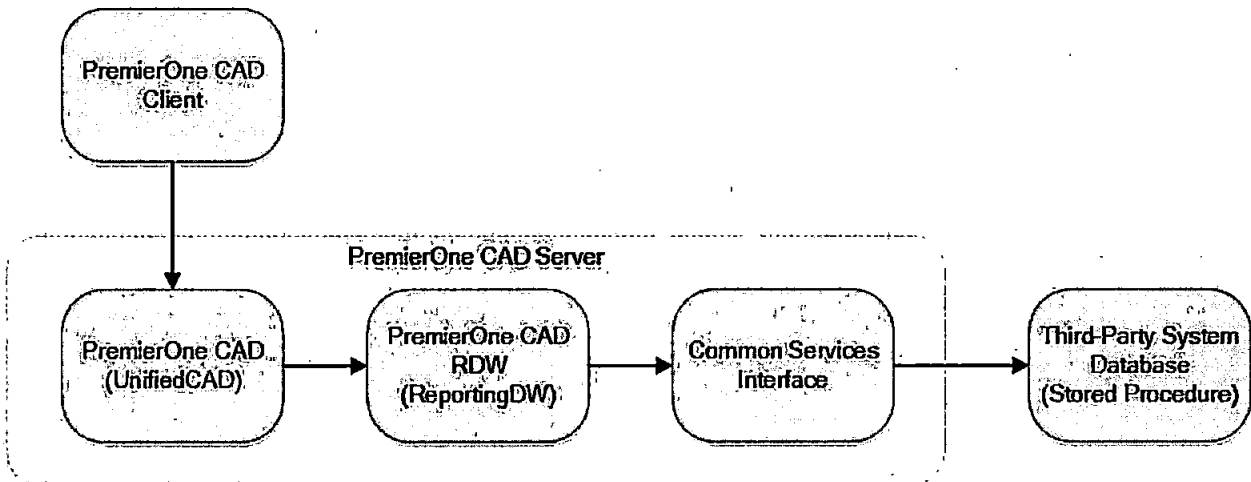


Figure 1-2. Database Update Interface Diagram

In the send email option, the CSI service can be configured to send the PremierOne data in an email, via the SMTP interface. SMTP interface is not in scope of the Outbound Data interface implementation. The SMTP interface will need to be implemented as a separate interface, prior to the Interface implementation.

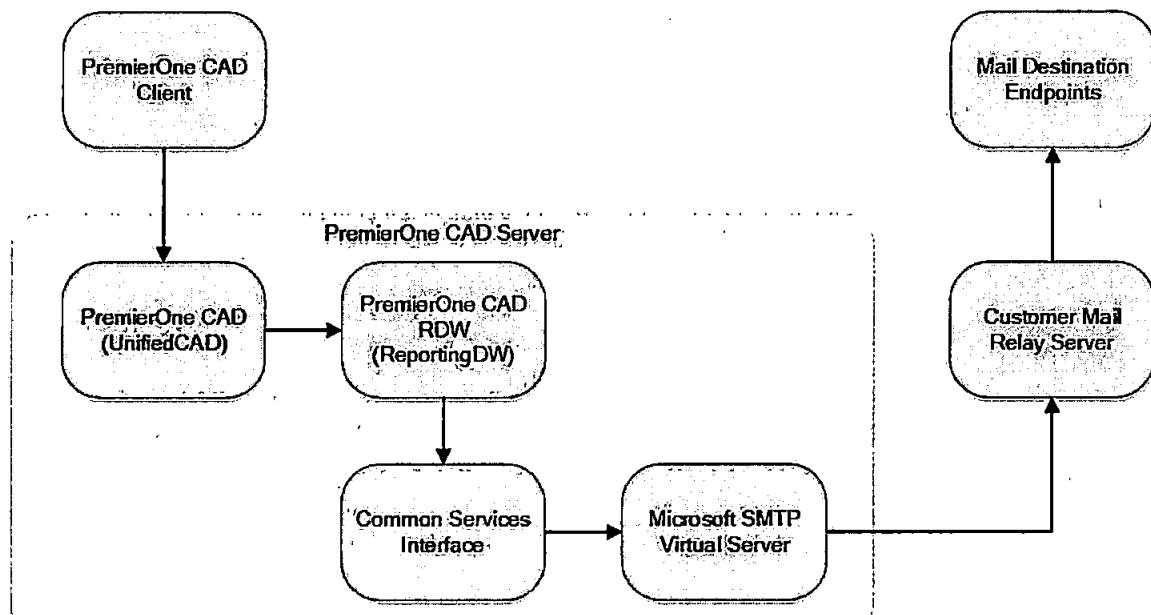


Figure 1-3. Send Email Interface Diagram

In the API call option, the CSI service can be configured to call an API provided by the third-party system, to provide the PremierOne data to the third-party system.

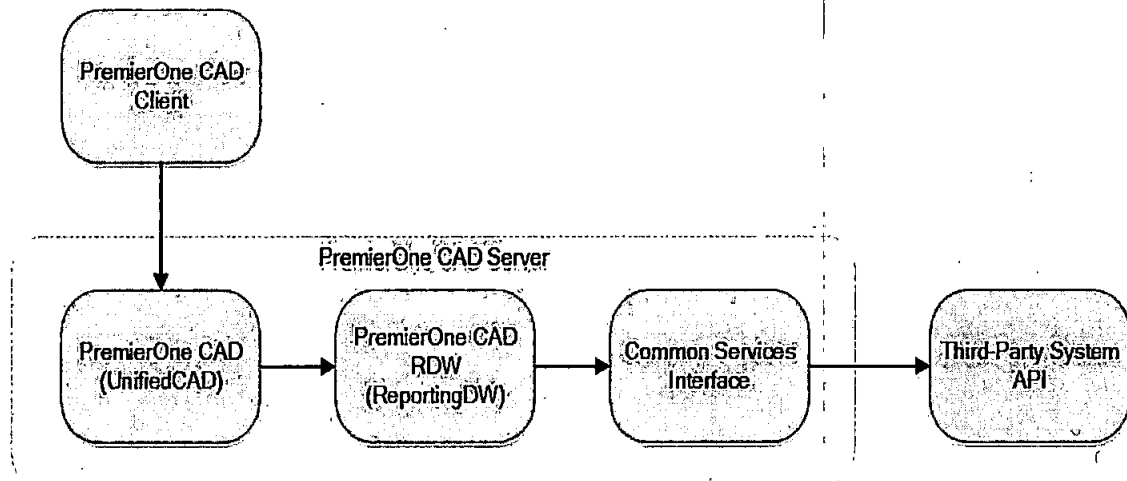


Figure 1-4. API Call Interface Diagram

This Interface requires modification to PremierOne CSI service. Motorola Solutions is reliant on receipt of the API or Stored Procedure and the associated design documents from the Customer to implement the Interface.

The Interface provides data from PremierOne CAD Views (MV_* Views) and is based on the new, update or closed incident triggering criteria. PremierOne can also be configured to trigger the data extract based on specific agency, incident type, response type, priority or alarm level. The Interface only provides the current snapshot of the incident. Any additional data elements, data transformation or formatting requirements or triggering criteria beyond this will be gathered during the interface discovery phase and provided to the Customer as a change order for Customer consideration.

1.3 DATA EXCHANGE

The PremierOne CSI service will manage the data extraction and transfer process.

The data flow diagram captures the events, triggers and message exchange between the systems.

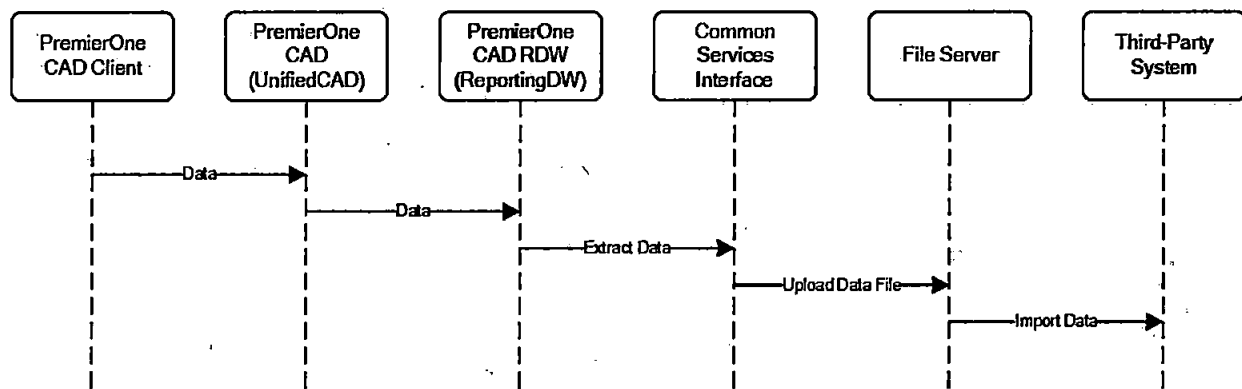


Figure 1-5. File Extract Data Flow Diagram

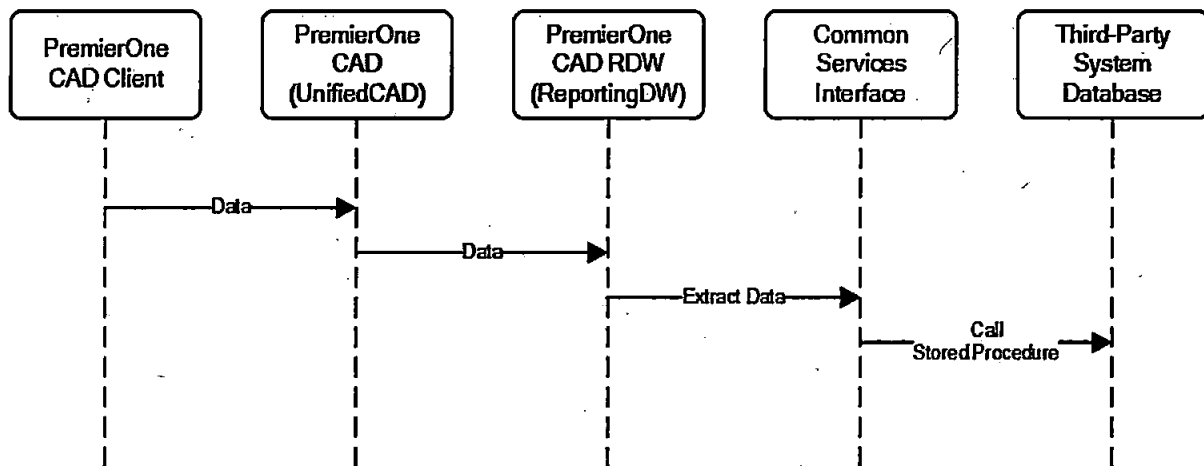


Figure 1-6. Database Update Data Flow Diagram

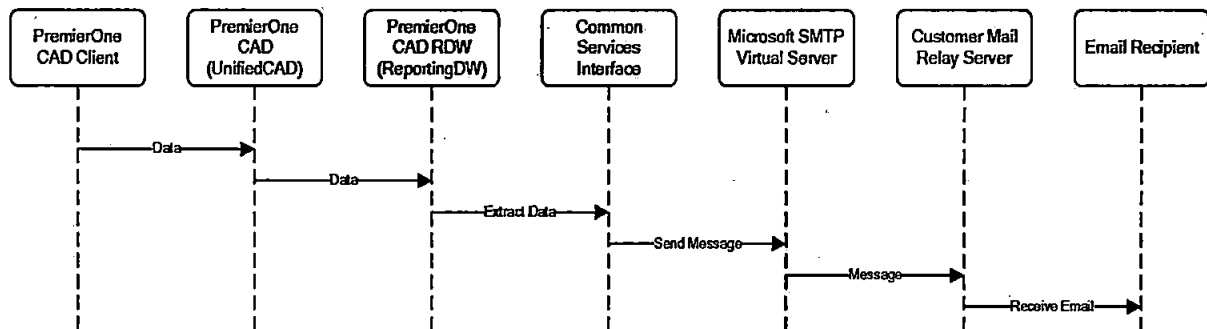


Figure 1-7. Send Email Data Flow Diagram

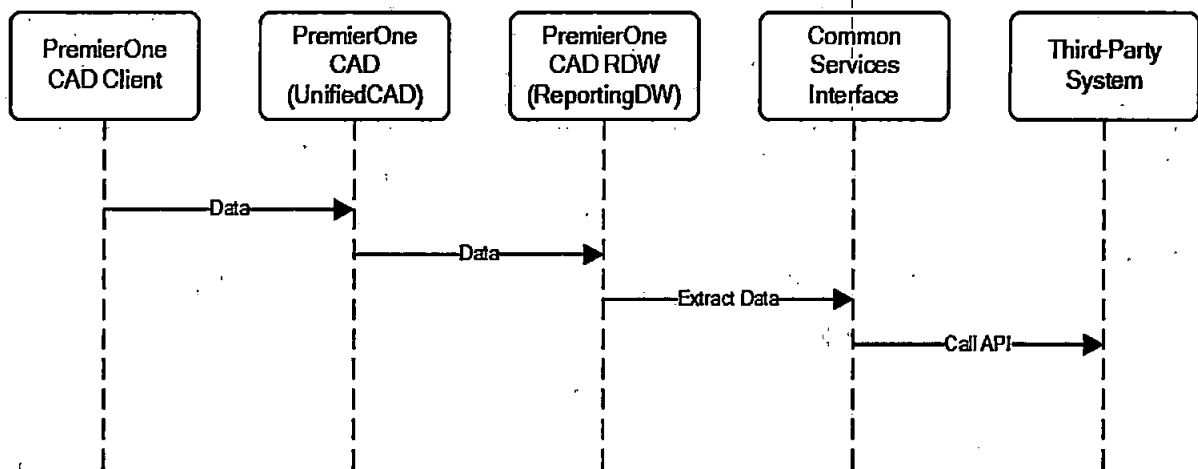


Figure 1-8. API Call Data Flow Diagram

1.4 BUSINESS PROCESS

None.

1.5 USER EXPERIENCE

The data transfer occurs in the background and is transparent to PremierOne CAD user. Third-party system users may view the information in their application.

1.6 USE CASES

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Cases

Use Cases	Description
UC-01	PremierOne system can export data.

SECTION 2

OPERATIONAL CONSIDERATIONS

2.1 CONNECTIVITY

Connectivity needs to be established between PremierOne CAD and the third-party system or file server, over the Customer Enterprise Network. The SMTP interface connecting PremierOne to the Customer mail relay server should be in place for PremierOne to send emails to non-PremierOne recipients. Connectors supported by PremierOne are ODBC, FTP, SFTP, SMTP, REST Web Service and TCP.

2.2 EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

2.3 SECURITY

For the file extract solution, a Windows Service Account with read/write access to the file Server will be created for PremierOne CAD and the third-party system.

Access needs to be provided to the third-party system API or Stored Procedure. For the database update solution, a SQL account will be created for PremierOne CAD with access to the Stored Procedure in the third-party system database.

2.4 PERFORMANCE

There are no explicit performance requirements for the Interface.

PremierOne CAD is setup to post transactional updates to the RDW database within 30 seconds. The data export process will be scheduled to run during off-peak hours, if possible.

2.5 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for PremierOne CAD.

If available, the PremierOne recovery servers will be setup to access the file server or the third-party system for the Interface.

2.6 SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in the third-party system or Customer Enterprise Network, which might affect the Interface.

Customer is responsible for keeping the reference data synchronized between PremierOne and the third-party system.

For the file extract solution, Customer is responsible for regularly purging data and files from the servers and maintaining optimal system performance.

SECTION 3

STATEMENT OF WORK

3.1 OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2 RESPONSIBILITIES

Motorola Solutions Responsibilities

- a) Conduct an ISD review session with the Customer subject matter experts to obtain details regarding connector type, connection details, data element and triggering criteria.
- b) Implement the Interface.
- c) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.
- d) Conduct a functional demonstration validating the Interface works in accordance with this ISD.

Customer Responsibilities

- a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.
- b) Provide filter criteria list (agency, incident type, status) document for the data extract.
- c) Familiarize themselves with this ISD.
- d) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.
- e) Provide the external database driver to enable ODBC connection or the Customer mail relay server for the SMTP option.
- f) Procure all customer third-party licenses and API documentation, as required.
- g) The customer's third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.
- h) Coordinate Customer third-party involvement with the implementation and testing of the interface, as required.
- i) Witness the functional demonstration of the Interface.
- j) Protect the Enterprise Network against unauthorized access.

- k) Provide secure connections between PremierOne and the third-party system.
- l) Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.
- m) Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

3.3 IMPLEMENTATION PLAN

Table 3-1. File Extract Implementation Plan

Task	Owner
Provide file Server.	Customer / Motorola Solutions
Provide PremierOne Service Account read/write privilege to the file server.	Customer
Provide Windows Service Accounts with read/write privilege to the file Server for the third-party system.	Customer
Establish network connectivity between PremierOne CAD and the file Server.	Customer
Establish network connectivity between third-party system and the file Server.	Customer
Develop and install CSI component to extract and transfer PremierOne CAD data.	Motorola Solutions
Configure the Interface in PremierOne.	Motorola Solutions
Configure third-party system to consume PremierOne CAD data.	Customer

Table 3-2. Database Update Implementation Plan

Task	Owner
Provide Stored Procedure and connection information to access the third-party system Database.	Customer
Establish network connectivity between PremierOne CAD and the third-party system Database.	Customer
Develop and install CSI component to extract and transfer PremierOne CAD data.	Motorola Solutions
Configure the Interface in PremierOne.	Motorola Solutions

Table 3-3. Send Email Implementation Plan

Task	Owner
Develop and install CSI component to extract and transfer PremierOne CAD data.	Motorola Solutions
Configure Outbound Data Interface in PremierOne.	Motorola Solutions

Table 3-4. API Call Implementation Plan

Task	Owner
Provide API and connection information to access the third-party system.	Customer
Establish network connectivity between PremierOne CAD and the third-party system.	Customer
Develop and install CSI component to extract and transfer PremierOne CAD data.	Motorola Solutions
Configure Outbound Data Interface in PremierOne.	Motorola Solutions



PREMIERONE™ CAD - E911/TDD INTERFACE

PREMIERONE™ CAD - E911/TDD INTERFACE BETWEEN SOLACOM E911 & TDD AND PREMIERONE CAD SYSTEM

VERSION 1.1.2

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SECTION 1

INTERFACE DESCRIPTION

1.1 INTRODUCTION

The following Statement of Work (SOW) defines the scope of work involved in delivering an interface between Solacom E911 & TDD and St. Johns County, FL's ("Customer") PremierOne CAD System. This document includes the responsibilities of Motorola and the Customer.

1.2 INTERFACE OVERVIEW

The Interface allows Automatic Number Identification (ANI) and Automatic Location Identification (ALI) information to be passed from the 911 system to PremierOne CAD, so Call Takers have the essential data to initiate a call. When the 911 system receives the ANI/ALI data feed from the provider, it passes it to PremierOne CAD, via a Lantronix device. When the call is picked up by a Call Taker, the call handling system determines the call position and routes the parsed data to the associated PremierOne CAD Workstation, where the data is displayed in the Incident Initiation form.

If the E911 telephone system supports the Telecommunications Device for the Deaf (TDD) over the ANI/ALI Interface, PremierOne can associate the transcripts of the conversation with an incident. This occurs when the call is disconnected from the phone system.

The interaction between the call taker and the caller occurs on the phone system. The phone system will be used to view whatever the caller is saying and to type responses. Upon the phone system sending a disconnect message to PremierOne CAD, PremierOne CAD prompts the call taker to enter an incident number to which to attach the TDD conversation.

Figure 1-1 shows the connectivity and primary data flow across the system.

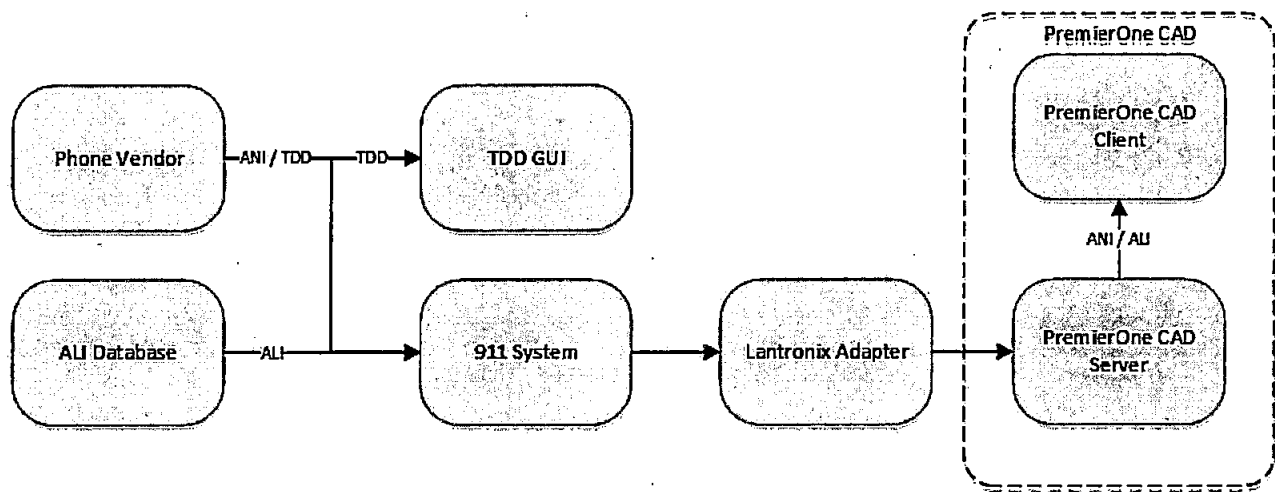


Figure 1-1. E911/TDD Interface Diagram

Information required for installation, configuration, test and support purposes regarding this Interface will be gathered during the ISD review.

1.3 DATA EXCHANGE

The 911 system requires a RS-232 serial interface. Lantronix xDirect Single Port RS232 10/100 Device Server is used to facilitate network connectivity between PremierOne CAD and the 911 system. The Lantronix adapter converts the serial data to TCP/IP and transmits it to PremierOne CAD, over the Customer Enterprise Network.

The Interface in PremierOne CAD is configured to accept, parse and store the ANI/ALI data from the 911 system.

The data flow diagram captures the events, triggers and message exchange between the systems.

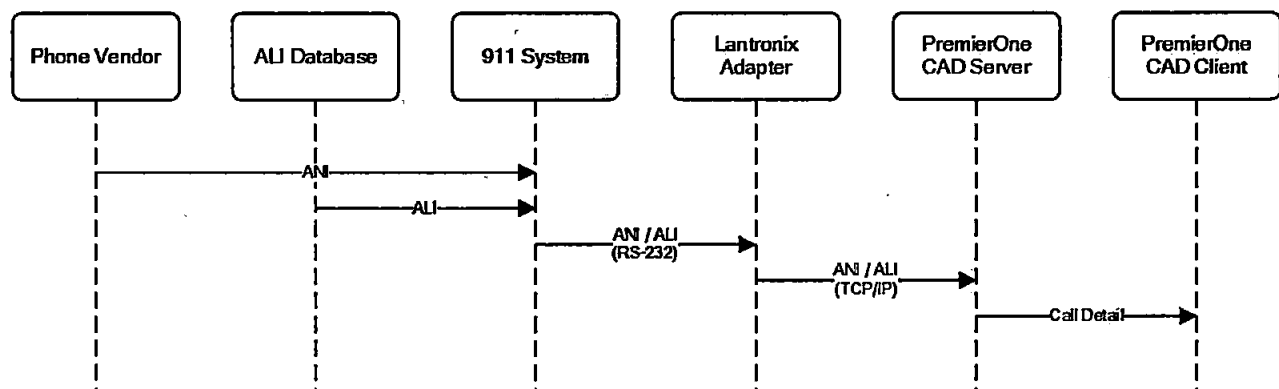


Figure 1-2. E911 Interface Data Flow Diagram

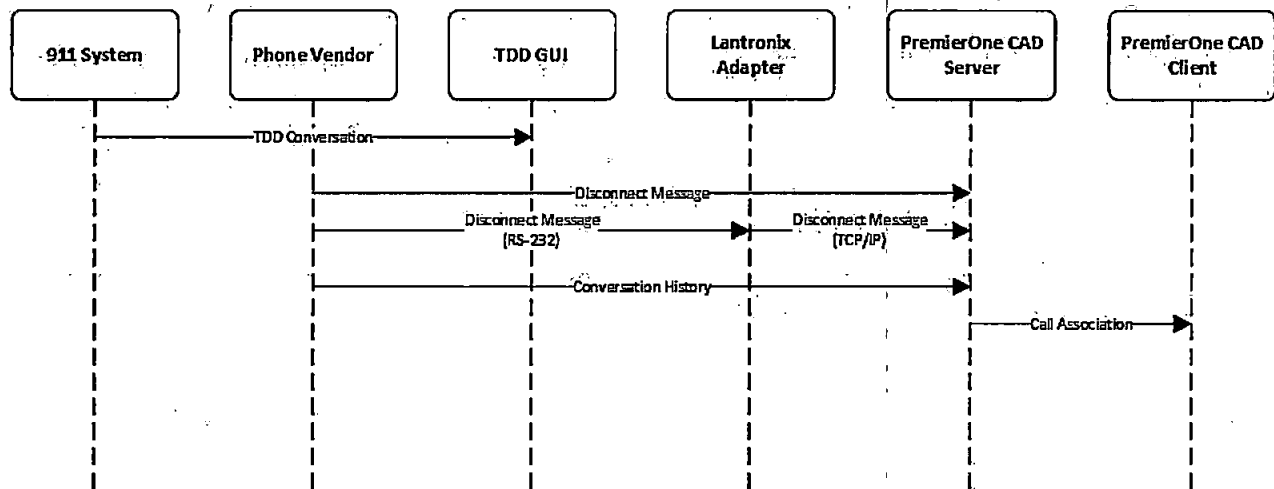


Figure 1-3. TDD Data Flow Diagram

Data Mapping

The table provides details about the ANI/ALI data from the 911 system and their display on the General and Subject tabs in the Incident Initiation form in PremierOne CAD.

Table 1-1. User Interface Data Mapping

ANI/ALI Data	General Tab in Incident Initiation Form	Subject Tab in Incident Initiation Form	Description
Type of Service	Services	Service	Type of services: WPH1, WPH2, RESD, BUSN, VOIP, WRLS.
Street Address	Location - Location Caller – Address	Address	For landline calls, it is the caller address received For wireless calls, PremierOne locates the nearest address for the coordinates received within the search radius and displays the approximate location (prefixed with APPROX LOC) Subject tab is not automatically populated for wireless calls.
City	Location - City Caller – City	City	City field in the Subject tab is not automatically populated for wireless calls.
Location Information - Location	Location - Loc Name	N/A	Landline Location Information (e.g. Business Name). Also placed in the Caller First Name field.

ANI/ALI Data	General Tab in Incident Initiation Form	Subject Tab in Incident Initiation Form	Description
Caller Name	Caller - First, Middle, Last	First, Middle, Last ANI/ALI Data - Name	For residential and VoIP calls, Name is expected to be in the LAST, FIRST MIDDLE format. For other landline calls, the Location Information (e.g. Business Name) might be placed in the Caller First Name field in the General tab Subject tab is not automatically populated for wireless calls.
Caller Phone	Caller – Phone	Phone ANI/ALI Data - Phone	Phone number.
Class of Service	Caller – Service	ANI/ALI Data – Service	Class of Service – i.e. residential, business, wireless phase 1, wireless phase 2, etc.
ESN	Caller – ESN	ANI/ALI Data – ESN	Emergency Service Number.
Mobile Carrier	N/A	ANI/ALI Data - Carrier	Wireless only.
Latitude and Longitude	Location – Description	ANI/ALI Data - Lat/Lon	Wireless only.
Mobile Cell Site	N/A	ANI/ALI Data - Cell Site	Wireless only.
Mobile Uncertainty Factor	N/A	ANI/ALI Data - Uncert Factor	Wireless Phase II only.
Mobile Confidence Factor	N/A	ANI/ALI Data - Confid Factor	Wireless Phase II only.

1.4 BUSINESS PROCESS

None.

1.5 USER EXPERIENCE

When a 911 call is answered, the ANI/ALI information is passed to the PremierOne CAD client. The system will automatically populate the Incident Initiation form or user can request a manual refresh using shortcut keys (e.g. Shift + F11).

Refer to User Interface Data Mapping for more details on ANI/ALI data displayed in the Incident Initiation form.

TDD User Experience

When the phone system receives a request for a TDD call/session, the method of interacting with the TDD caller will vary according to vendor brand phone system, but in no case does this interaction occur on PremierOne CAD. Upon completion of the TDD call and the receipt of a disconnect message from the phone system, the PremierOne CAD user can associate the conversation transcript to an incident, by waiting on the automatic pop-up and specifying an incident number.

The PremierOne CAD user can then view the conversation as a TDD/SMS message in the Incident History.

Figure 1-4 shows the dialog box that allows the call taker to attach the conversation history to an incident.

Attach SMS/TDD Conversation

Incident Number:

☒ Attach to associated incidents

Date: 7/5/2018 12:56:49

Conversation

7/5/2018 12:55:15 Call Taker: 9-1-1. What is your emergency? GA
7/5/2018 12:55:45 Call Taker: This is a test of the TDD interface. GA
7/5/2018 12:56:15 Call Taker: What do you want to te...

Figure 1-4. Attaching the conversation history.

OPL18070500000002		Filter By	
Time/Date	Trans Type	User ID	Console ID
12:58:02 7/5/2018	TDD/SMS	SLUOP2	PCADCLT0...
7/5/2018 12:55:15	Call Taker: 9-1-1: What is your emergency?	GA	
7/5/2018 12:55:45	Call Taker: This is a test of the TDD Interface.	GA	
7/5/2018 12:56:15	Call Taker: What do you want to test?	GA	
7/5/2018 12:56:36	Call Taker: Test the Prompt to Attach to Incident.	GA	

Figure 1-5. Conversation history

1.6 USE CASES

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-2. Use Cases

Use Cases	Description
UC-01	PremierOne system can populate Incident Initiation form with ANI/ALI data.
UC-02	PremierOne system can display services for WPH1, WPH2, RESD, BUSN, VOIP and WRLS.
UC-03	PremierOne user can populate Incident Initiation form with ANI/ALI data using shortcut keys.
UC-04	PremierOne system can place ALI data in CAD Incident Queue, when user is working on an active incident.
UC-05	PremierOne system can process re-bid request for wireless call.
UC-06	PremierOne user can associate a TDD conversation to an incident.
UC-07	PremierOne user can view the TDD conversation of an incident.

SECTION 2

OPERATIONAL CONSIDERATIONS

2.1 CONNECTIVITY

Connectivity needs to be established between PremierOne CAD and the E911 data feed via the Lantronix xDirect adapter, over the Customer Enterprise Network, using TCP.

The 911 system is connected to the Lantronix xDirect adapter and communicates using RS-232 serial protocol. The Lantronix adapter is assigned a static IP address on the Customer Enterprise Network. The Lantronix adapter translates the 911 calls and TDD messages to TCP/IP for PremierOne CAD.

2.2 EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

If ALI data is not available for a call, PremierOne CAD will display one of the following messages in the ALI data field

- No communication with database
- No information available
- ALI receive error, press RTX
- Conversion NPA-NPD error

PremierOne CAD can be configured to log incoming messages from the 911 system.

2.3 SECURITY

There are no additional security requirements for the Interface, beyond the standard implementation for PremierOne CAD.

2.4 PERFORMANCE

There are no explicit performance requirements for the Interface.

2.5 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for the Interface.

2.6 SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in the Interface or Customer Enterprise Network, which might affect the Interface.

SECTION 3

STATEMENT OF WORK

3.1 OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2 RESPONSIBILITIES

Motorola Solutions Responsibilities

- a) Conduct an ISD review session with the Customer subject matter experts to obtain details regarding location of E911 equipment and whether TDD is going to be utilized.
- b) Implement the Interface.
- c) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.
- d) Conduct a functional demonstration validating the Interface works in accordance with this ISD.

Customer Responsibilities

- a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.
- b) Familiarize themselves with this ISD.
- c) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.
- d) Provide test call routing (secondary feed) for interface implementation testing and functional demonstration.
- e) The customer's third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.
- f) Witness the functional demonstration of the Interface.
- g) Protect the Enterprise Network against unauthorized access.
- h) Provide secure connections between PremierOne and the Interface.
- i) Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.



- j) Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

3.3 IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Task	Owner
Procure Lantronix xDirect Adapter.	Motorola Solutions
Provide static IP for the Lantronix Adapter on the Customer Enterprise Network.	Customer
Provide physical serial port on the 911 system for the Lantronix Adapter.	Customer
Install and configure the Lantronix Adapter.	Motorola Solutions
Establish network connectivity between PremierOne CAD and the Lantronix Adapter.	Motorola Solutions
Configure Lantronix Adapter to connect to PremierOne CAD.	Motorola Solutions
Configure the Interface in PremierOne CAD.	Motorola Solutions
Provision 911 Positions and their associated PremierOne CAD Workstations in PremierOne CAD.	Customer
Provide sample data for WPH1, WPH2, RESD, BUSN, VOIP and WRLS.	911 Vendor / Customer
Provide test call routing for testing (secondary feed).	Customer



PREMIERONE™ CAD - TEAR N RUN INTERFACE

INTERFACE SPECIFICATION DOCUMENT
ST. JOHNS COUNTY, FL

VERSION 1.1.1

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SECTION 1

INTERFACE DESCRIPTION

1.1 INTRODUCTION

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne CAD Tear N Run Interface (Interface) and the scope of work involved in delivering this Interface. Motorola Solutions will deploy the Interface and verify the functionality described in this ISD. If St. Johns County, FL ("Customer") desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.2 INTERFACE OVERVIEW

The Interface allows PremierOne CAD to send incident information to the printers configured on the PremierOne servers. The printers are setup through Windows Print Services on each of the PremierOne CAD application servers, and associated to units in the PremierOne CAD system.

The PremierOne CAD Alerting service will print the configured Tear N Run report with incident information, based on manual user request or the alerting scheme provisioned in PremierOne CAD.

Figure 1-1 shows the connectivity and primary data flow across the system.

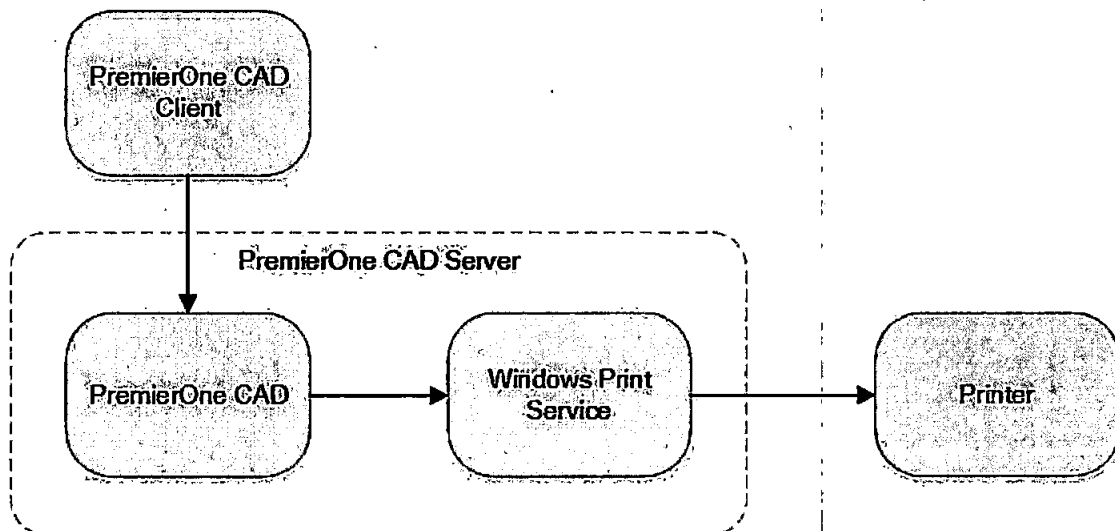


Figure 1-1. Tear N Run Interface Diagram

Information required for installation, configuration, test and support purposes regarding this Interface will be gathered during the ISD review.

1.3 DATA EXCHANGE

The PremierOne CAD Alerting service generates the Tear N Run report and manages the print request. The PremierOne system cannot handle any messages or pop-ups from the printer.

The data flow diagram captures the events, triggers and message exchange between the systems.

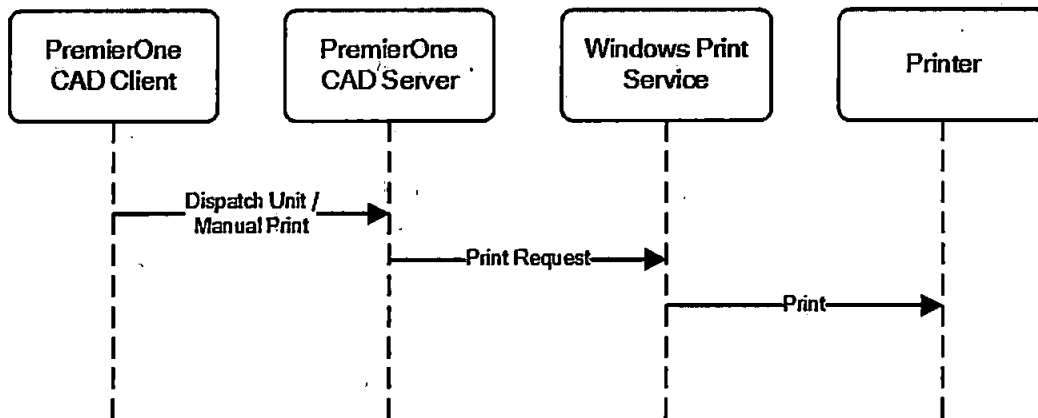


Figure 1-2. Tear N Run Data Flow Diagram

1.4 BUSINESS PROCESS

None.

1.5 USER EXPERIENCE

PremierOne CAD can be provisioned to automatically print the Tear N Run report when units are dispatched, based on the alerting scheme.

Prior to dispatching, PremierOne CAD user can manually override the printing in the Incident Dispatch form by clicking the Alerting button.

Figure 1-3. Automated Print Sample

PremierOne CAD user can also use the TN command or the Print form to manually print the Tear N Run report on the configured printers.

Figure 1-4. Manual Print Sample

1.6 USE CASES

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Cases

Use Cases	Description
UC-01	PremierOne system can print Tear N Run report based on the alerting scheme.
UC-02	PremierOne user can view list of pre-defined units that will receive the Tear N Run printout.
UC-03	PremierOne user can override the pre-defined Tear N Run printing.
UC-04	PremierOne user can send manual Tear N Run print request.

SECTION 2

OPERATIONAL CONSIDERATIONS

2.1 CONNECTIVITY

Connectivity needs to be established between PremierOne CAD and the printers over the Customer Enterprise Network, using Windows Print Services.

2.2 EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

2.3 SECURITY

There are no additional security requirements for the Interface, beyond the standard implementation for PremierOne CAD.

2.4 PERFORMANCE

There are no explicit performance requirements for the Interface.

Printouts are expected to be received immediately after the units are dispatched.

2.5 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for PremierOne CAD.

The printers will be setup on all the PremierOne CAD application servers. The Interface will be configured on the PremierOne recovery servers, if one is available.

2.6 SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in configured printers or Customer Enterprise Network, which might affect the Interface.

New printers for the Interface will need to be added to all the PremierOne CAD application servers and provisioned in PremierOne CAD.

SECTION 3

STATEMENT OF WORK

3.1 OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2 RESPONSIBILITIES

Motorola Solutions Responsibilities

- a) Conduct an ISD review session with the Customer subject matter experts to obtain details regarding the Interface.
- b) Implement the Interface.
- c) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.
- d) Conduct a functional demonstration validating the Interface works in accordance with this ISD.

Customer Responsibilities

- a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.
- b) Familiarize themselves with this ISD.
- c) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.
- d) Provide a functional printer and identify a station for testing the Interface.
- e) The customer's third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.
- f) Witness the functional demonstration of the Interface.
- g) Protect the Enterprise Network against unauthorized access.
- h) Provide secure connections between PremierOne and the Interface.
- i) Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.
- j) Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.



3.3 IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Task	Owner
Establish network connectivity between PremierOne CAD and the printers.	Customer
Determine Alerting Scheme.	Motorola Solutions
Provide data for Alerting Scheme - Agency, Incident Type, Station, Unit, Printer.	Customer
Add printers to the Windows Print Services on the PremierOne application servers.	Customer
Provision Printers in PremierOne CAD.	Customer
Configure the Tear N Run Report in PremierOne CAD.	Motorola Solutions
Provision the Alerting Scheme in PremierOne CAD.	Motorola Solutions / Customer
Identify Station and Printer for testing.	Customer



PREMIERONE™ CAD - MACH FIRE STATION ALERTING INTERFACE

**INTERFACE SPECIFICATION DOCUMENT
ST. JOHNS COUNTY, FL**

VERSION 1.1.1

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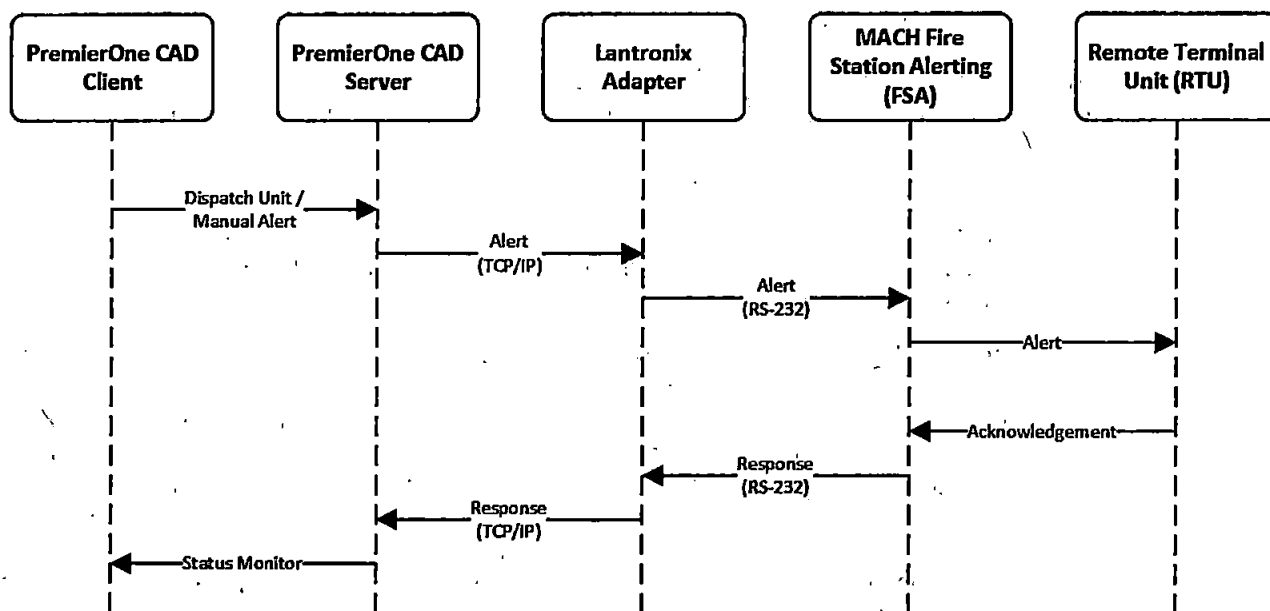


Figure 1-2. MACH Fire Station Alerting Data Flow Diagram

1.4 BUSINESS PROCESS

None.

1.5 USER EXPERIENCE

Many of the functions and screenshots here require Auto Alerting to be enabled for the system and agency.

Automatic Alerting at Dispatch

Alerts will be sent automatically upon the dispatch of an incident relative to the provisioning choices made with PremierOne CAD. If the Dispatcher does not want the Alerts to be sent, they can select the Alert Button on the lower right hand side of the incident initiation screen. Once this button is selected, every Unit to be alerted will show up in a list in the Alerting Work Assist Area (WAA). The dispatch can uncheck any or all of the units, which will cause the alert not to be sent to specific units or all depending on the selections made in the Alerting WAA.

The list can be either displayed by unit or by Type (e.g. Toning, Printing, etc.) and the user can check or uncheck items on the list (which are generated based on the Alerting records provisioned). Once the form is submitted, alerts are generated for successfully dispatched units.

The screenshot displays a software interface for incident management. At the top, there are tabs: Summary, Dispatch, History, Persons(1), and Vehicles. Below these, there are sub-tabs: Dispatch Units and Units Assigned. The main area is divided into two panels. The left panel shows incident details for 'FD-00000002', including Status (Active), Inc Type (ACCINJ), M/C, Alarm Lvl, Priority (1), and a Dispatch List (amb2, eng1, eng2). It also shows a 'Missing from Rec' section with a table of Capabilities and Units, indicating 'No Recommendations Found'. The right panel, titled 'Alerting List', shows a list of alerted units with checkboxes for each: MED2(P0), Z25/0021(FSA), PRINTS02(PF), ENG1(IS), Z25/0012(FSA), PRINTS01(PF), ENG2(IS), Z25/0022(FSA), and PRINTS02(PF). At the bottom, there is a 'Stack' section with a dropdown menu set to 'N', and a row of buttons: No Pref, Reset, Request, Clear Add'l, Resp List, and Alerting (which is highlighted with a red circle). A Cancel button is also present in the bottom right corner.

Figure 1-3. Alerting List Sample

Manual Toning

The user can also use the TN command and form to generate manual alerts.

In the Tone Tab of the TN Form, as shown in the figure below, the user enters the unit or the incident to be toned. PremierOne displays the automatic alerting list based on the provisioned records.

FD-00000002

Status: Inc Type:

M/C: Alarm Lvl: Priority:

Dispatch List: amb1 eng1 eng2

Missing from Rec:

Capab	Units	Fixed
No Recommendations Found		
eng1		
eng2		
amb2		

Stack:

Buttons: No Pref, Reset, Request, Clear Addl, Resp List, **Alerting**, Cancel

Alerting List

- ☒ AMB2(S)
 - ☒ MED2(R6)
 - ☒ Z25/0021(FSA)
 - ☒ PRINTS02(PR)
- ☒ ENG1(S)
 - ☒ Z25/0012(FSA)
 - ☒ PRINTS01(PR)
- ☒ ENG2(S)
 - ☒ Z25/0022(FSA)
 - ☒ PRINTS02(PR)

Figure 1-4. TN Form Tone Tab Sample

Status Monitor

PremierOne CAD can be provisioned to display a Toning Status Monitor that displays the status messages returned by certain toning devices used for the alerting interface. This function is supported for the Interface.

Toning Status Monitor		
Station ID	RTU	Toning Status Message
FD01	2	ACK Request Acknowledged
FD01	1	Last Command FAILED

Figure 1-5. Status Monitor Sample

1.6 USE CASES

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-2. Use Cases

Use Cases	Description
UC-01	PremierOne system can alert units based on the alerting scheme.
UC-02	PremierOne user can view list units that will be alerted.
UC-03	PremierOne user can override the pre-defined unit alerts.
UC-04	PremierOne user can view the status of the alerts sent.
UC-05	PremierOne user can send manual alerts.



SECTION 2

OPERATIONAL CONSIDERATIONS

2.1 CONNECTIVITY

Connectivity needs to be established between PremierOne CAD and the MACH system via a Lantronix UDS1100 box over the Customer Enterprise Network.

2.2 EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

2.3 SECURITY

There are no additional security requirements for the Interface, beyond the standard implementation for PremierOne CAD.

2.4 PERFORMANCE

PremierOne sends the alerting requests to external systems immediately after the user submits the request. Delays and errors on external systems might impact the operation and cannot be controlled by PremierOne.

2.5 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for PremierOne CAD.

2.6 SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in MACH or Customer Enterprise Network, which might affect the Interface.

Customer is responsible for keeping the reference data synchronized between PremierOne CAD and the MACH system.

SECTION 3

STATEMENT OF WORK

3.1 OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2 RESPONSIBILITIES

Motorola Solutions Responsibilities

- a) Conduct an ISD review session with the Customer subject matter experts to obtain details regarding the Interface.
- b) Implement the Interface.
- c) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.
- d) Conduct a functional demonstration validating the Interface works in accordance with this ISD.

Customer Responsibilities

- a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.
- b) Familiarize themselves with this ISD.
- c) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.
- d) The customer's third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.
- e) Witness the functional demonstration of the Interface.
- f) Protect the Enterprise Network against unauthorized access.
- g) Provide secure connections between PremierOne and the Interface.
- h) Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.
- i) Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.



3.3 IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Task	Owner
Implement the Interface for MACH Fire Station Alerting.	Motorola Solutions
Provision the Alerting Interface Toning Systems.	Motorola Solutions
Configure the toning system interfaces.	Motorola Solutions
Provision the RTU devices.	Motorola Solutions
Provision the Alerting Interface Alerting Scheme.	Motorola Solutions
Provision alerting behavior Settings (e.g. Auto or Manual).	Motorola Solutions
Provision the In-Station and Out-of-Station toning records.	Motorola Solutions
Provision the Override toning records.	Motorola Solutions
Provision the Response Parameter.	Motorola Solutions
Provision the Pager Devices.	Customer



PREMIERONE™ CAD - SMTP NOTIFICATION INTERFACE

**INTERFACE SPECIFICATION DOCUMENT
ST. JOHNS COUNTY, FL**

VERSION 1.1.2

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SECTION 1

INTERFACE DESCRIPTION

1.1 INTRODUCTION

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne CAD and Customer Mail Relay Server and the scope of work involved in delivering this interface. Motorola Solutions will deploy the interface and verify the functionality described in this ISD. If St. Johns County, FL ("Customer") desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.2 INTERFACE OVERVIEW

The Simple Mail Transfer Protocol (SMTP) Interface (Interface) enables PremierOne CAD to send email messages to non-PremierOne recipients on external domains. This Interface also allows PremierOne CAD to send text messages to mobile devices, if the mobile carrier has an SMS gateway to receive emails. PremierOne CAD can be provisioned to send system generated emails or PremierOne user can send ad-hoc emails to external recipients.

PremierOne uses Microsoft Internet Information Services (IIS) SMTP Virtual Server to send messages internally between PremierOne users. The SMTP Virtual Server is connected to the Customer mail relay server. It will forward messages addressed to non-PremierOne recipients to the Customer mail relay server, which will handle these messages. The Customer mail relay server will forward messages addressed to Short Message Service (SMS/Text message) user to the appropriate SMS gateway of the service provider.

Figure 1-1 shows the connectivity and primary data flow across the system.

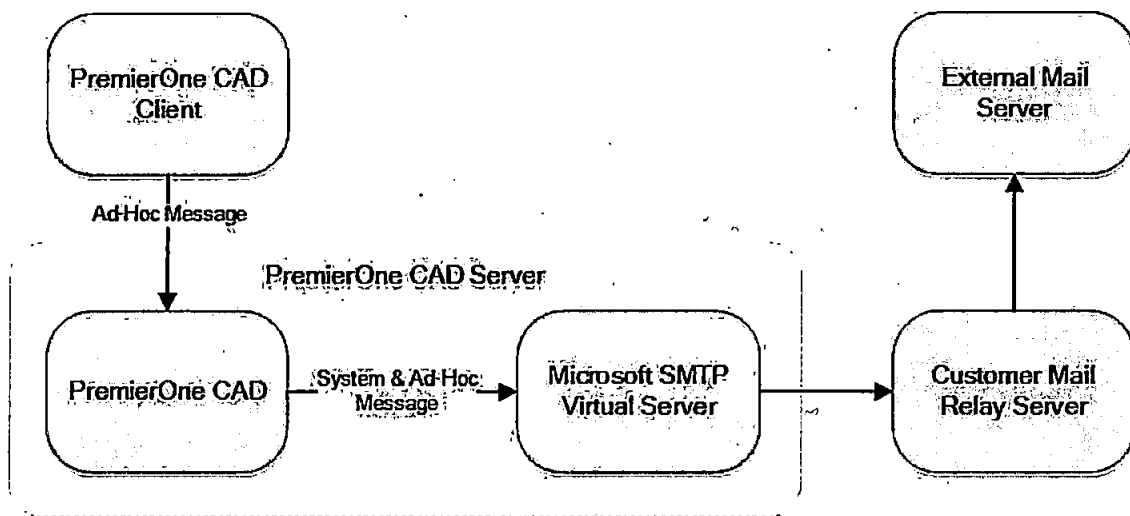


Figure 1-1. SMTP Outbound Interface Diagram

The Interface can be configured to receive email messages from external mail servers. This is not in scope of the SMTP interface implementation. Inbound emails from external domains is identified as a security risk, as it can infect PremierOne or be utilized to spam the PremierOne system. If this feature is desired by the Customer, Motorola Solutions will provide it as a change order for Customer consideration.

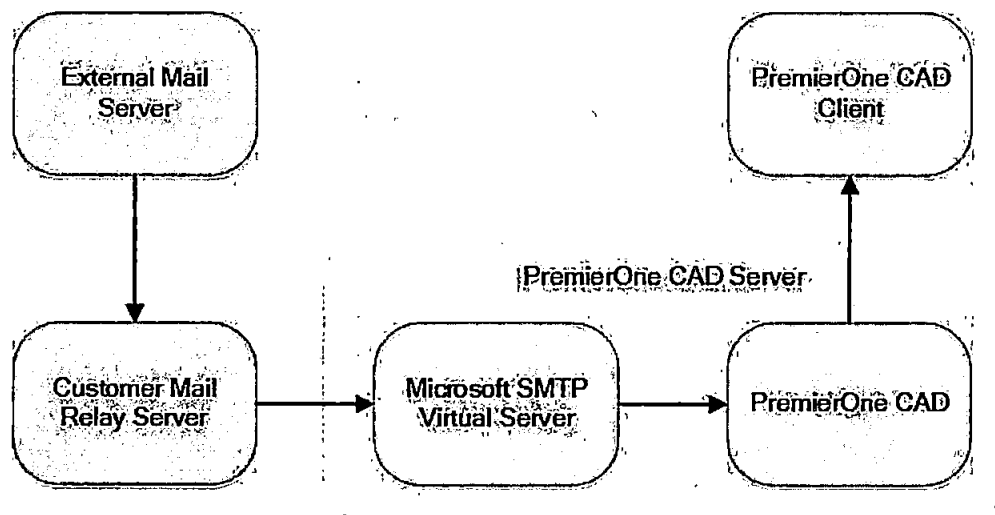


Figure 1-2. SMTP Inbound Interface Diagram

Information required for installation, configuration, test and support purposes regarding this Interface will be gathered during the ISD review.

1.3 DATA EXCHANGE

The SMTP Virtual Server and Customer mail relay server handles the message exchange. Any domain may be specified in PremierOne CAD; however, the Customer mail relay server may block domains.

The data flow diagram captures the events, triggers and message exchange between the systems.

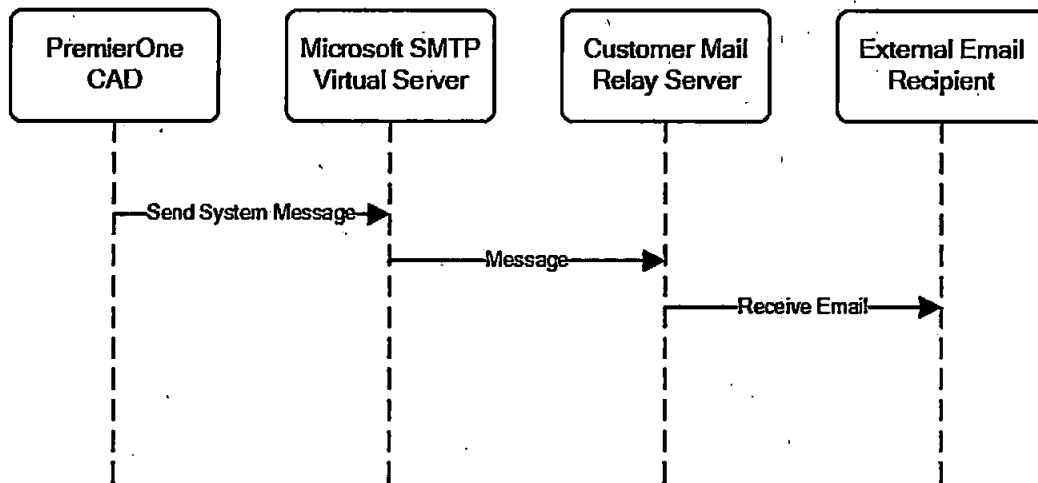


Figure 1-3. Outbound System Message Data Flow Diagram

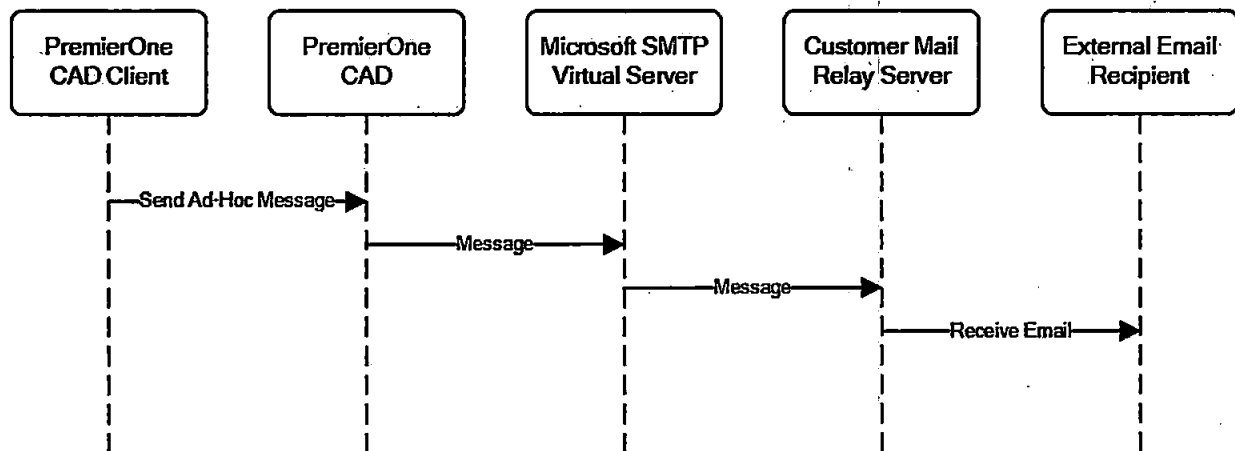


Figure 1-4. Outbound Ad-Hoc Message Data Flow Diagram

PremierOne CAD user can receive email messages sent by an external user, if the Interface is configured to receive incoming messages.

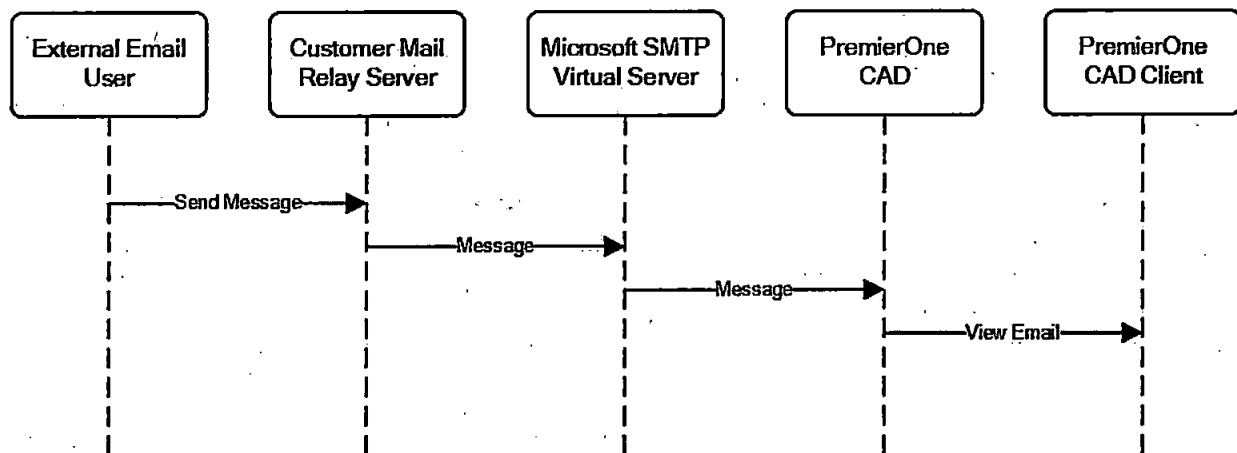


Figure 1-5. Inbound Message Data Flow Diagram

1.4 BUSINESS PROCESS

None.

1.5 USER EXPERIENCE

Alerting or Incident Notification feature in PremierOne CAD can be used to send system messages. PremierOne can send email messages to dispatched units, based on the alerting scheme provisioned in PremierOne CAD. The incident notification feature allows PremierOne to notify users based on the incident data. The message format can be configured in the Email Format Configuration and the message can be provisioned to include details about the incident.

PremierOne CAD user can send ad-hoc email messages to non-PremierOne recipients using the Messages form and standard email address.

The screenshot displays the PremierOne™ CAD - SMTP Notification Interface. The top menu bar includes 'Messages', 'Chat', 'Address Book', 'Notifications', and 'BOLO'. Below this, a folder pane on the right lists 'Inbox', 'Outbox', 'Sent', 'Drafts', 'Trash', 'Folders', and 'Saved'. The main area is divided into a 'Message Header' section on the left and a larger text area on the right. The 'Message Header' section contains fields for 'Send as:' (with radio buttons for 'User ID' and 'Workstation ID', and a checkbox for 'Send only to logged in'), 'To:' (filled with 'Michael.Rogers@motorolasolutions.com'), 'Cc:', 'Bcc:', 'Subject:' (filled with 'Test Message'), 'Priority:' (set to 'Low'), 'Send Only To:', and 'Message Chars: 48'. Below this is an 'Attachments:' section showing 'Test message to external Destination'. The right text area is currently empty. At the bottom, a toolbar contains buttons for 'Print', 'Save', 'Reply', 'Attach', 'Options', 'Delete', 'Compose', 'Tools', and 'Delete'. A status bar at the very bottom shows '0/0' and 'Items Move to' with a 'Move' button.

Figure 1-6. Message Form Sample

1.6 USE CASES

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Cases

Use Cases	Description
UC-01	PremierOne system can send emails to external recipients.
UC-02	PremierOne user can send emails to external recipients.
UC-03	PremierOne system can receive emails from external users (optional feature).
UC-04	PremierOne user can view emails from external users (optional feature).

SECTION 2

OPERATIONAL CONSIDERATIONS

2.1 CONNECTIVITY

Connectivity needs to be established between PremierOne and the Customer mail relay server over the Customer Enterprise Network.

2.2 EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

Mail delivery exceptions will be logged by the Customer mail relay server.

2.3 SECURITY

Receiving inbound messages from external domains is identified as a security risk, as it can infect PremierOne or be utilized to spam the PremierOne system. Motorola Solutions recommends against configuring the Interface to accept inbound messages from external systems. If the Customer chooses to receive inbound messages, the Customer accepts all risks associated with receiving inbound emails by the Interface.

2.4 PERFORMANCE

There are no explicit performance requirements for the Interface.

2.5 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for PremierOne CAD.

The Interface will be configured on the PremierOne recovery servers, if one is available.

2.6 SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in the Customer Mail Relay Server or Customer Enterprise Network, which might affect the Interface.

Customer is responsible for contacting Motorola Solutions when Mail Relay address changes.

SECTION 3

STATEMENT OF WORK

3.1 OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2 RESPONSIBILITIES

Motorola Solutions Responsibilities

- a) Conduct an ISD review session with the Customer subject matter experts to obtain details regarding the Customer mail relay server connection, permissible external domains, system email formatting, alerting and notification scheme.
- b) Implement the Interface and configure for outbound mail operation with a single Customer mail relay server.
- c) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.
- d) Conduct a functional demonstration validating the Interface works in accordance with this ISD.

Customer Responsibilities

- a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.
- b) Coordinate with email service provider to determine any necessary changes required to support the additional volume required for the Interface.
- c) Familiarize themselves with this ISD.
- d) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.
- e) The customer's third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.
- f) Witness the functional demonstration of the Interface.
- g) Protect the Enterprise Network against unauthorized access.
- h) Provide secure connections between PremierOne and the Interface.



- i) Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.
- j) Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

3.3 IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Task	Owner
Configure SMTP Virtual Server on PremierOne servers.	Motorola Solutions
Establish network connectivity between PremierOne and the Customer Mail Relay Server.	Customer
Provision PremierOne CAD to direct outbound mails to the Customer Mail Relay Server.	Motorola Solutions
Configure the Interface in PremierOne CAD for outbound mail.	Motorola Solutions
Configure Customer Mail Relay Server to accept and forward outbound mails from PremierOne CAD.	Customer
Provision Alerting Scheme, Incident Notification and Email Formatting for System Message in PremierOne CAD.	Customer / Motorola Solutions
Provision PremierOne CAD to receive inbound mails from the Customer Mail Relay Server (optional feature).	Motorola Solutions
Configure the Interface in PremierOne CAD for inbound mail (optional feature).	Motorola Solutions
Configure Customer Mail Relay Server to forward inbound mails to PremierOne CAD (optional feature).	Customer



PREMIERONE™ CAD - ASTRO RADIO LOCATION INTERFACE

**INTERFACE SPECIFICATION DOCUMENT
ST. JOHNS COUNTY, FL**

VERSION 1.1.1

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SECTION 1

INTERFACE DESCRIPTION

1.1 INTRODUCTION

This Interface Specification Document (ISD) provides a description of the capabilities of the PremierOne CAD ASTRO Radio Location interface and the scope of work involved in delivering this interface. Motorola Solutions will deploy the interface and verify the functionality described in this ISD. If St. Johns County, FL ("Customer") desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.2 INTERFACE OVERVIEW

The ASTRO Radio Location Interface enables radio location reporting and control for ASTRO radios. Radio location reporting and control is utilized by PremierOne CAD in the following two ways for first responder location:

- When a unit enters a status tagged as 'out of vehicle', PremierOne will issue a request to the Intelligent Middleware (IMW) to enable location cadence and/or distance reporting on the particular radio(s) associated with the unit. IMW will issue the command to each radio. The resulting location reports are received by IMW and forwarded to PremierOne. When the unit enters a status tagged as 'in vehicle', PremierOne will issue a request to IMW to turn off location cadence and distance reporting on the particular radios(s). IMW then issues a command to each radio to turn off location reporting.
- When a CAD user issues the map command to retrieve the radio/person location, PremierOne will issue a request to IMW for the radio's current location. IMW, in turn, will send the request to the radio. Once the radio returns its location to IMW, IMW will forward it to PremierOne CAD.

A secondary use for radio location reporting is for unit location. There are two ways to use radio location reports for unit location:

- Backup Unit Location Reporting – In this scenario, the unit is equipped with a non-radio GPS reporting source that reports location over a high-speed wireless data network (e.g. cellular) enabling constant location reporting at a cadence of less than 30 seconds. This will be the unit's primary location source and is typically deployed via the Mobile Client MDT or a separate GPS reporting device. Portable radios associated with a person who is associated with the unit will primarily provide person location as described above however PremierOne will use the radio location source as a backup should the primary unit GPS reporting source stop reporting. A mobile radio outfitted in a vehicle can also serve as a backup location source even though it would not be used for person location.
- Primary Unit Location Reporting – In this scenario, the unit's associated vehicle may be equipped with a mobile radio providing unit location and any portable radios associated with persons associated with the unit would be backup unit location sources. This

scenario must be cautiously considered and is generally not recommended due to the slower rate at which unit location is reported over the ASTRO data network. If unit location is used for dispatch recommendations in PremierOne CAD, this scenario may result in less than ideal dispatch recommendations.

In both of the above scenarios, if a portable radio associated with a person becomes the primary unit location source, the unit icon and person icon would overlap in an out of vehicle unit status since there is only one location source for both icons.

Location reports are stored in the PremierOne database. Access and use of this data is out of scope of this document.

Figure 1-1, The ASTRO Radio Location Interface Diagram shows the connectivity and primary data flow across the system. Blue shaded box represents the new systems and software that will be deployed to implement the interface. Green shaded box represents existing systems required for the interface.

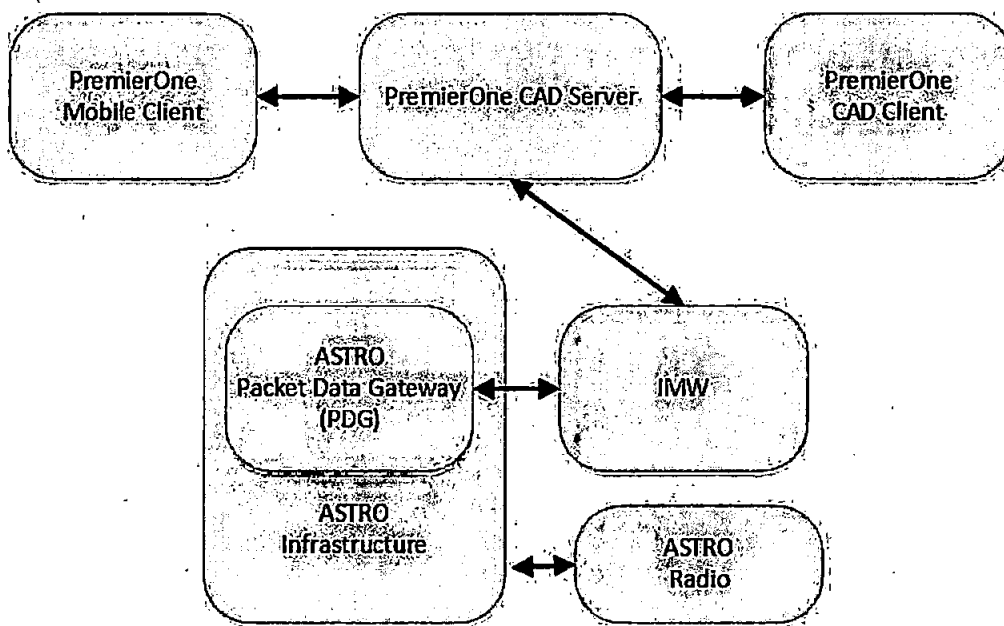


Figure 1-1. ASTRO Radio Location Interface Diagram

The PremierOne system can only interface to one IMW server and one ASTRO radio system. Radio Location is only possible with ASTRO APX radios that support Radio Location. Radio Location is not possible with third party radios. The ASTRO radios must be enabled for radio location and be provisioned in IMW for radio location.

The ASTRO data network must support the data capacity necessary to provide timely exchange of cadence and distance updates and location reports. The Enhanced Data feature must be deployed to provide the throughput required for location reports.

PremierOne receives radio emergency pushbutton notifications via the ASTRO Radio PTT interface. In order for the unit status to transition to the emergency status upon a radio emergency button press and cause location reporting cadence/distance reporting changes, the

ASTRO Radio PTT interface must be deployed in addition to the ASTRO Radio Location interface.

To provide more frequent radio location updates, the ASTRO Location on PTT feature may also be deployed. With this feature, an ASTRO APX radio can send its location, if the radio has location available, over the voice channel when the first responder performs a PTT. This feature is only available on ASTRO APX radios and ASTRO release 7.17 or later. For more details and information on requirements and limitations of this feature, please consult the ASTRO account team. Note that location reports generated by the ASTRO Location on PTT feature arrive received by PremierOne through the same path as cadence/distance triggered location report via the IMW. PremierOne does not distinguish between location reports generated by the ASTRO Location on PTT feature and reports generated by cadence/distance triggered reports. PremierOne does not control (i.e. turn on/off) location reports generated by the ASTRO Location on PTT feature.

Information required for installation, configuration, test and support purposes regarding this ASTRO Radio Location interface will be gathered during the ISD review.

1.3 DATA EXCHANGE

The ASTRO Radio Location Interface requires PremierOne to interface to the Intelligent Middleware (IMW) server and to the ASTRO data network via the ASTRO Packet Data Gateway (PDG).

The data flow diagram captures the events, triggers and message exchange between the systems.

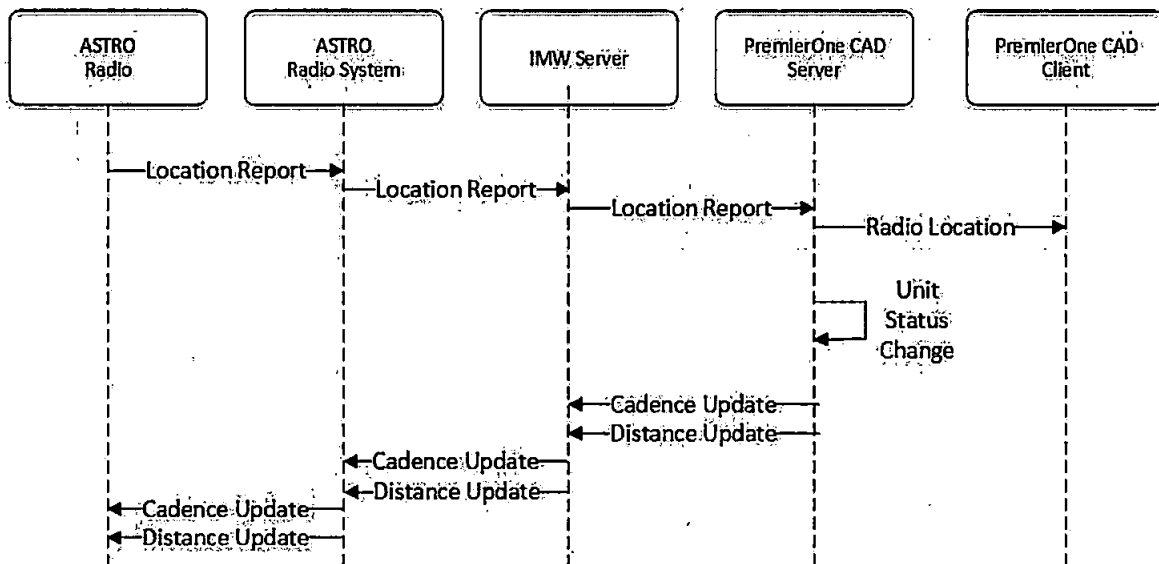


Figure 1-2. ASTRO Radio Location Data Flow Diagram

1.4 BUSINESS PROCESS

The ASTRO Radio Location Interface enables a wide range of capabilities which can be integrated into the customer's business processes in various ways. The customer will need to consider these capabilities and determine how they should be used and possible impacts to existing standard operating procedures (SOPs) or the need for new SOPs.

Due to the amount of location reports that can be generated and stored, the data must be regularly purged. Purging of the location history table is setup in PremierOne provisioning. The Customer will need to consider the need to purge the table and reconcile this with the data retention policy. If location data must be kept longer than the purge interval, the database should be backed up to secondary storage.

1.5 USER EXPERIENCE

Radio Location Reporting

The functionality described in this section applies to PremierOne Release 4.2 and later.

The location of a first responder can be provisioned to display on the PremierOne CAD Client and Mobile Client maps based upon the location reported by the responder's radio. The location is indicated on the map with customizable icons and labels.

The PremierOne client user can also issue an on-demand location request. The request will be forwarded to the radio (via IMW) to return a one-time location report (i.e. cadence and distance reporting are not turned on in this scenario).

Out of Vehicle Status Location Updates

PremierOne can be provisioned to automatically send a location reporting cadence and/or distance command to the radio (via IMW) when a unit transitions to a unit status tagged as 'out of vehicle'. Once in an 'out of vehicle' status, the display of the person icon can be further restricted to only when the unit is assigned to an incident or assigned to specific incident types and priorities. The 'out of vehicle' status will trigger a command to the radio (via IMW) to begin reporting at a specific interval (time based, distance based or both). An individual icon will be displayed for each person associated to the unit with an associated radio.

Out of vehicle status can also be set manually from the CAD and Mobile clients.



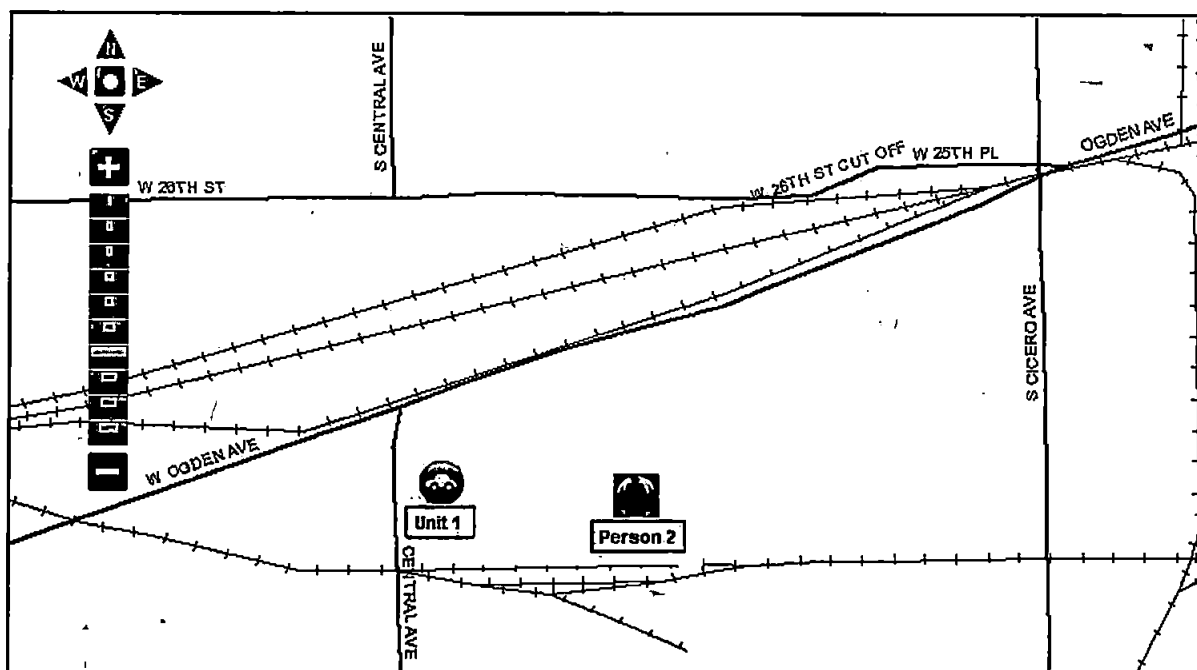


Figure 1-3. Person Icon

Emergency Status

A unit's status is changed to emergency when the emergency button is pushed on any radio associated with the unit. (This requires deployment of the Radio PTT interface since PremierOne receives radio emergency button press notifications via the Radio PTT interface.) Also, the unit can be placed into the emergency status by the CAD client or Mobile client. This will cause the person icon to be displayed for persons associated with the unit with an associated radio (i.e. not just the person who pressed the emergency button; the entire unit is placed into the emergency status). PremierOne CAD will send a command to the radio (via IMW) to begin reporting location at the provisioned interval (time based, distance based or both).

PremierOne CAD will display an emergency pop-up window on the CAD client when an emergency message is received from a radio. The pop-up displays the unit's last known location (if available) and the time and date when the location report was received. If the time/date is older than a provisionable age, the time and date will be displayed in red font. The CAD client user has the option to only acknowledge the emergency or to invoke the Follow Unit command via the 'Track It' button in the pop-up. This will cause the map to pan and zoom to the unit's last known location and stay centered on the unit's icon as location updates are received.

Note: Location updates from the radio may be blocked for a variety of reasons when the radio is in the emergency state. If the last known location displayed in the emergency pop-up is old and location updates are blocked, it may not be possible to determine the location of the radio user using the map.

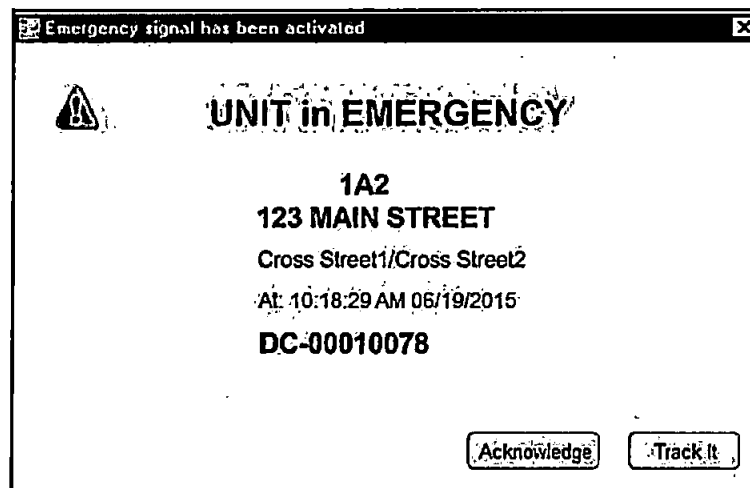


Figure 1-4. Emergency Pop-Up

On-Demand Location Requests

When a CAD client user issues an on-demand location request for a radio or person with an associated radio, PremierOne CAD will send a request to the radio (via IMV) for a one-time location report. The last known location (if available) is mapped and the progress of the request is displayed to the CAD client user in the status message area. The initial status message will include the age of the mapped last known location. Once the location is received, the map is updated. In the event that the radio does not respond or returns an error, a message in red font will be displayed in the status message area.

SH/57045 Location could not be retrieved within 60 seconds – try again later

SH/57045 Location as of 10:32

4-30-15. Retrieving current location.

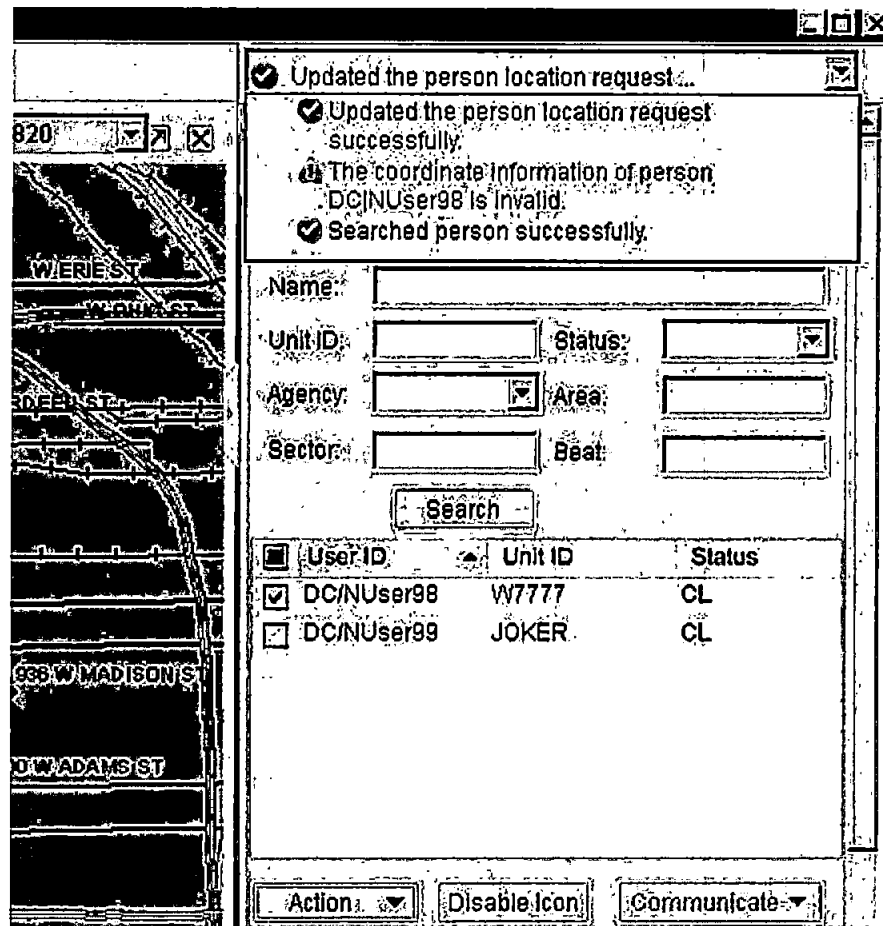


Figure 1-5. Error Display for On Demand Location Request Failure

Stale and Stopped Reporting Indications

'Stale' and 'Stopped Reporting' indications are added to the map when certain error conditions are detected by PremierOne after setting a radio to report location on a cadence. These two conditions are:

- **Stale:** The radio is still reporting location however the timestamp associated with the GPS location report is beyond a provisionable age. This is indicated by a yellow chevron overlaid on the icon.
- **Stopped Reporting:** PremierOne has stopped receiving location reports from the radio for longer than a provisionable amount of time. This is indicated by a red chevron overlaid on the icon. The 'Stopped Reporting' scenario has higher precedence over the 'Stale' scenario.

For either scenario, once the error condition is resolved, the overlaid chevron is removed.

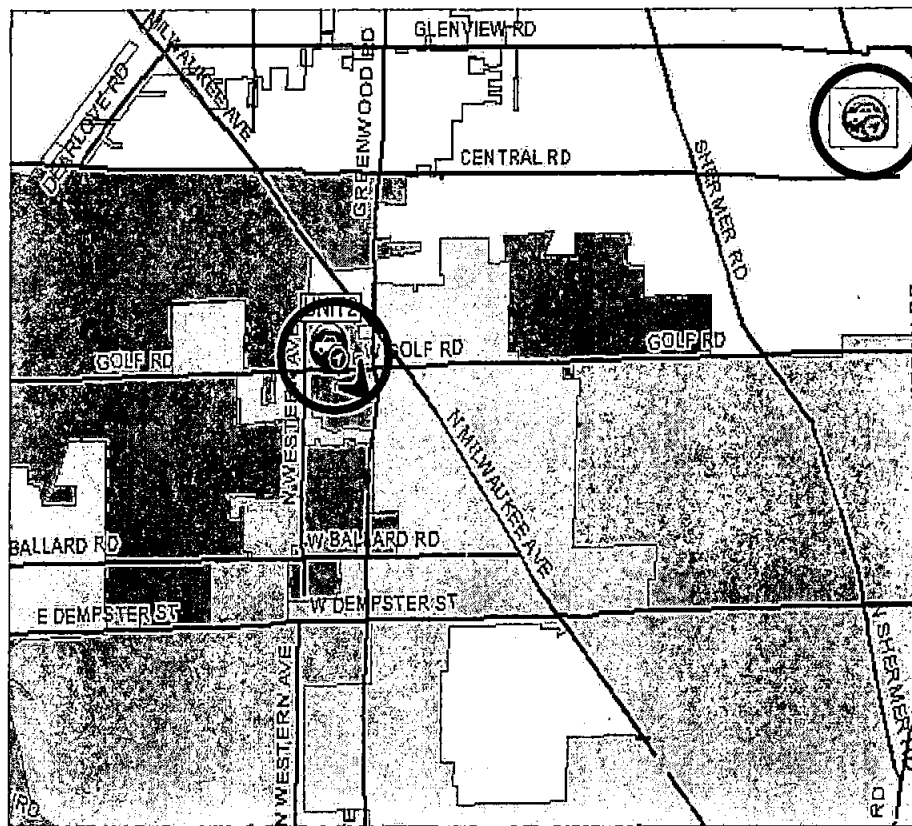


Figure 1-6. Stale and Stopped Reporting Indications

1.6 USE CASE

Use Cases describe specific user and system interactions provided by the interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Case

Use Case	Description
UC-01	PremierOne CAD Client and Mobile Client users see tracking of personal location with separate icons when a unit enters a status tagged as 'out of vehicle'.
UC-02	PremierOne CAD Client and Mobile Client users request a one-time location report for radio/personal location.
UC-03	PremierOne CAD Client and Mobile Client users see tracking of unit location when a radio is used as a unit location source.

SECTION 2

OPERATIONAL CONSIDERATIONS

2.1 CONNECTIVITY

Connectivity needs to be established between PremierOne CAD and the ASTRO Radio Location interface, over the Customer Enterprise Network. TCP Protocol will be used to connect PremierOne CAD and ASTRO Radio. TCP and UDP ports will be used.

2.2 EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

All location reports from the ASTRO Radio System are logged in the PremierOne database. Location reports are stored in the PremierOne database. Access and use of this data is out of scope of this document.

2.3 SECURITY

To secure location reports over-the-air, the ASTRO over-the-air encryption feature should be deployed. Location on PTT location reports cannot be encrypted.

2.4 PERFORMANCE

ASTRO systems utilize narrowband channels to support voice and data communications. The capacity of ASTRO systems, that is, the volume of voice and data traffic they can support, varies with the number of channels in the system and the system architecture (multi-site, simulcast). The ASTRO Enhanced Data feature must be deployed for the Radio Location Interface.

The PremierOne CAD ASTRO Radio Location features can utilize the ASTRO system for data transport. The location reporting parameters configured in PremierOne have a dramatic impact on feature performance and on ASTRO system data utilization. It is critical to take the ASTRO system's configuration and capacity into account when configuring PremierOne CAD ASTRO Radio Location features. An assessment and loading analysis of the existing ASTRO data network capacity must be performed.

There are a number of factors that impact the accuracy of ASTRO radio location updates. Some are a fundamental aspect of the Global Positioning System design such as the need to "see" satellites. Others are a result of the ASTRO system implementation and configuration settings such as voice transmit on emergency. These settings can be adjusted for a specific implementation, but always involve a trade-off between competing system characteristics.

The PremierOne CAD system can only display the location data received from the ASTRO-radio system (via IMW). ASTRO Radio Location feature performance is a function of the ASTRO system's capacity and configuration. ASTRO Radio System data network capacity is critical to ensure proper functioning of the ASTRO Radio Location interface features and functions. An assessment of the ASTRO Radio System must be conducted to determine if the radio messaging load can be supported.

2.5 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the interface beyond the standard implementation for PremierOne CAD.

Consult IMW and ASTRO technical documentation for High Availability and Disaster Recovery support by these solutions.

2.6 SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in the ASTRO Radio Location Interface or Customer Enterprise Network, which might affect the interface.

Customer is responsible for keeping the reference data synchronized between PremierOne CAD, IMW and the ASTRO Radio System, including the provisioning of new radios in PremierOne.



SECTION 3

STATEMENT OF WORK

3.1 OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2 RESPONSIBILITIES

Motorola Solutions Responsibilities

- a) Conduct an ISD review session with the Customer subject matter experts to obtain details regarding number of radios expected to participate in Radio Location, the number of radios expected to report location simultaneously, desired reporting cadence and/or distance for different unit statuses and identification of unit statuses to be marked as 'out of vehicle'.
- b) Conduct a data load and capacity analysis with the consideration for the location parameters; as part of this or another contract, for the ASTRO radio system to determine the amount of radio location reporting that can be supported prior to implementation.
- c) Implement the interface.
- d) Provide guidance on hardware, software, and network connectivity that may be required of Customer to support the interface implementation use and maintenance prior to implementation.
- e) Provide the Interface Test Procedure document and conduct functional demonstration validating the interface works in accordance with this ISD.

Customer Responsibilities

- a) Participate in the ISD review session and provide details required for interface installation, configuration, test, and support.
- b) Familiarize themselves with this ISD and Interface Test Procedure for the interface.
- c) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.
- d) The customer's third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.
- e) Witness the functional demonstration of the interface.
- f) Protect the Enterprise Network against unauthorized access.



- g) Provide secure connections between PremierOne and the ASTRO Radio Location interface.
- h) Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.
- i) Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

3.3 IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Task	Owner
Conduct a data network load and capacity analysis of the ASTRO radio system with consideration for the location parameters (can be included as part of this Statement of Work, or another contract).	Motorola Solutions
Procure IMW licenses	Motorola Solutions
Provide IP address for the IMW server on the Customer Enterprise Network	Customer
Build and configure the IMW server	Motorola Solutions
Establish network connectivity between the IMW server and PremierOne	Customer / Motorola Solutions
Establish network connectivity between the IMW server and the Radio Network	Customer / Motorola Solutions
Establish network connectivity between PremierOne and the Radio Network	Customer / Motorola Solutions
Provision radios and radio assignments in PremierOne CAD	Customer
Provision radio location reporting cadences and/or distances for unit status, out of vehicle indication, etc.	Motorola Solutions
Provision mapping behavior.	Motorola Solutions
Configure the location interface in PremierOne CAD and the IMW server.	Motorola Solutions
Configure the radio location interface in the ASTRO Radio System and ASTRO radios.	Motorola Solutions / Customer
Provide two location reporting enabled radios for testing.	Customer





PREMIERONE™ CAD - ASTRO RADIO PUSH-TO- TALK INTERFACE

**INTERFACE SPECIFICATION DOCUMENT
ST. JOHNS COUNTY, FL**

VERSION 1.1.2

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SECTION 1

INTERFACE DESCRIPTION

1.1 INTRODUCTION

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne CAD ASTRO Radio Push-To-Talk Interface (Interface) and the scope of work involved in delivering this Interface. Motorola Solutions will deploy the Interface and verify the functionality described in this ISD. If St. Johns County, FL ("Customer") desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.2 INTERFACE OVERVIEW

The Interface allows PremierOne CAD to receive Push-To-Talk (PTT) and Emergency button messages from Motorola Solutions ASTRO Radio. PremierOne CAD user can view the radio status in the PTT Status Monitor with additional information about the unit or personnel associated with the radio. This Interface also triggers any Emergency or Unit Status Change processing provisioned in PremierOne CAD.

When the radio key is toggled or the emergency button is pressed, the message is sent through the ASTRO Radio System to the CADICAD server. The CADICAD application processes the message and stores it in the database on the CADICAD server and sends each radio event to the PremierOne CAD system.

The Interface only supports integration with a single ASTRO Radio System. But multiple zones from the single radio system are supported by the Interface.

Note: A distributor (like Genesis) forwards messages from the ASTRO Radio System to multiple systems. In this case, the CADICAD server will connect to the distributor, and the distributor will need to be configured to forward data to the CADICAD server.

Figure 1-1 shows the connectivity and primary data flow across the system.

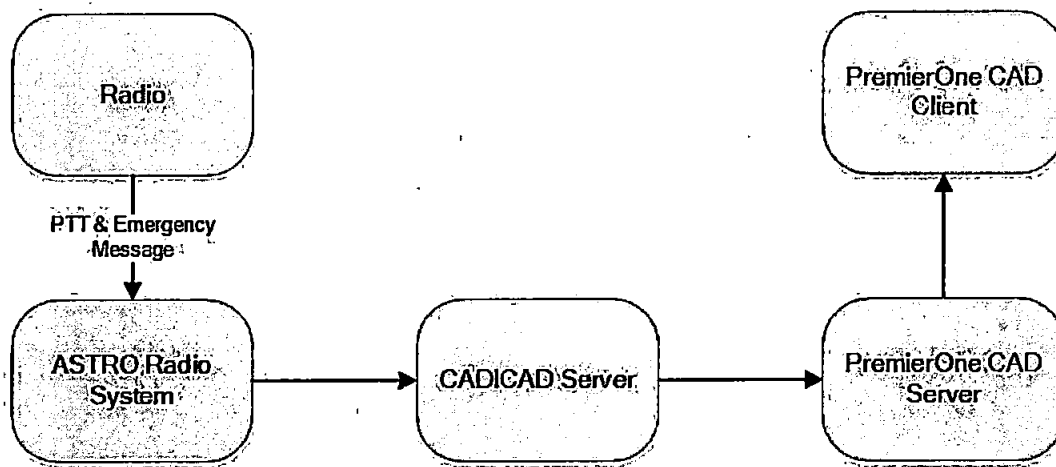


Figure 1-1. ASTRO Radio PTT Interface Diagram

Information required for installation, configuration, test and support purposes regarding this Interface will be gathered during the ISD review.

1.3 DATA EXCHANGE

The CADICAD program manages the data exchange between the ASTRO Radio System and PremierOne CAD.

PremierOne CAD requires PTT data in one of the standard formats, ATIA, CADI or AIS.

The data flow diagram captures the events, triggers and message exchange between the systems.

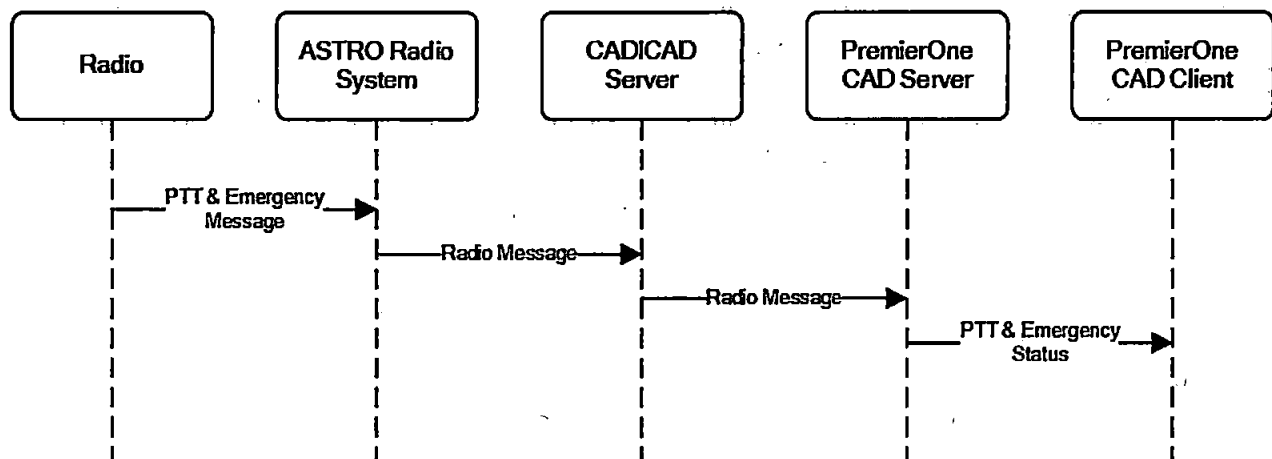


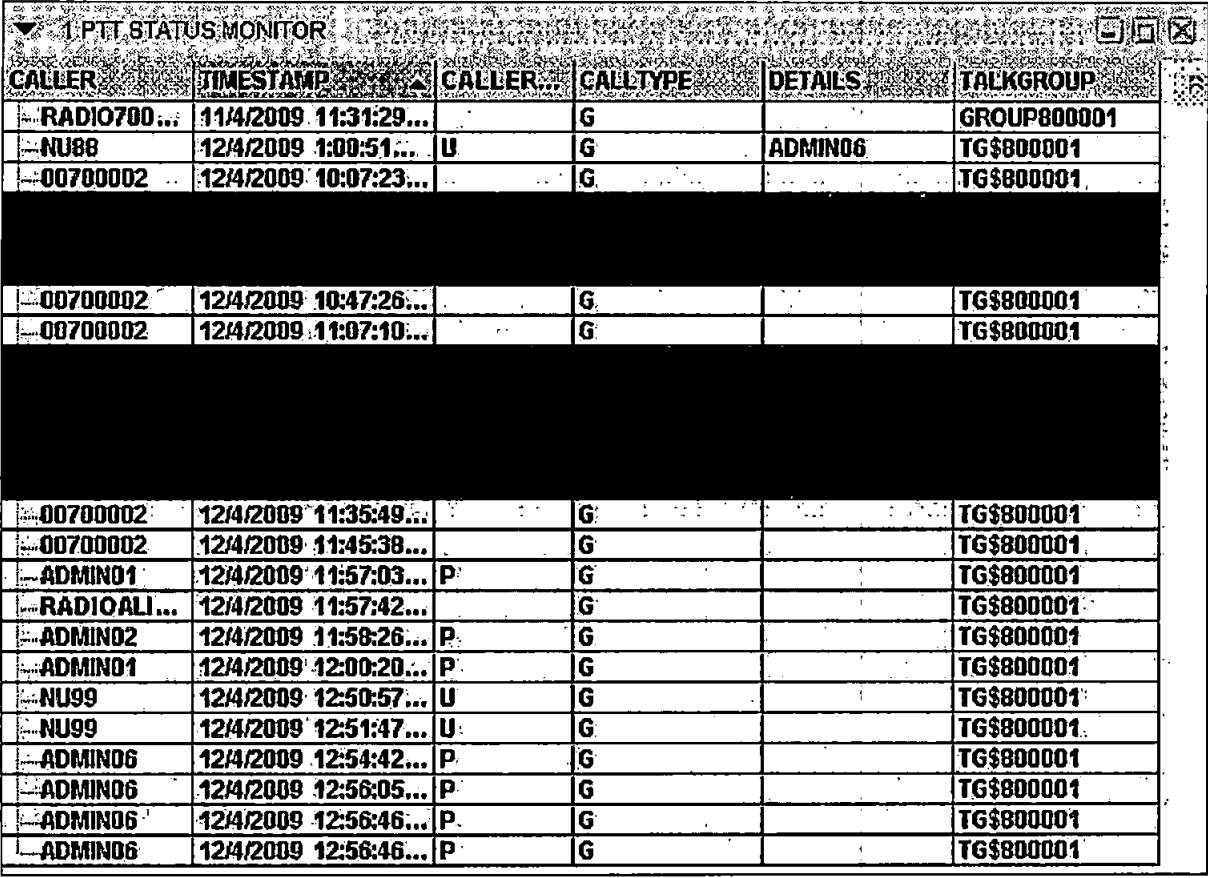
Figure 1-2. ASTRO Radio PTT Data Flow Diagram

1.4 BUSINESS PROCESS

None.

1.5 USER EXPERIENCE

PremierOne CAD user can view the PTT and Emergency information of the talk groups that they currently monitor in the PTT Status Monitor. "CT" command can be used to select specific talk groups to monitor. The Emergency messages are highlighted in the monitor.



CALLER	TIMESTAMP	CALLER...	CALLTYPE	DETAILS	TALKGROUP
RADIO700...	11/4/2009 11:31:29...		G		GROUP800001
NU88	12/4/2009 1:00:51...	U	G	ADMIN06	TG\$800001
00700002	12/4/2009 10:07:23...		G		TG\$800001
00700002	12/4/2009 10:47:26...		G		TG\$800001
00700002	12/4/2009 11:07:10...		G		TG\$800001
00700002	12/4/2009 11:35:49...		G		TG\$800001
00700002	12/4/2009 11:45:38...		G		TG\$800001
ADMIN01	12/4/2009 11:57:03...	P	G		TG\$800001
RADIOALI...	12/4/2009 11:57:42...		G		TG\$800001
ADMIN02	12/4/2009 11:58:26...	P	G		TG\$800001
ADMIN01	12/4/2009 12:00:20...	P	G		TG\$800001
NU99	12/4/2009 12:50:57...	U	G		TG\$800001
NU99	12/4/2009 12:51:47...	U	G		TG\$800001
ADMIN06	12/4/2009 12:54:42...	P	G		TG\$800001
ADMIN06	12/4/2009 12:56:05...	P	G		TG\$800001
ADMIN06	12/4/2009 12:56:46...	P	G		TG\$800001
ADMIN06	12/4/2009 12:56:46...	P	G		TG\$800001

Figure 1-3. PTT Status Monitor Sample

An Emergency Notification window pops up on PremierOne CAD and Mobile when the emergency button is pressed. The message includes the radio identification information and the last known location of the unit. This message needs to be acknowledged by all the recipients and reset using the "RE" command or the Reset Emergency Notifications form.

Acknowledging or resetting emergency notification in PremierOne CAD does not acknowledge or reset it in the ASTRO Radio System.

	Device ID ▾	Unit	Personnel	Vehicle	Source
☒	DC/Device ID	DC/Unit ID	DC/Officer ID	DC/Vehicle ID	Radio
☐	DC/Device ID		DC/Officer ID	DC/Vehicle ID	Radio
☐	DC/Device ID	DC/Unit ID	DC/Officer ID	DC/Vehicle ID	MDC
☒	DC/Device ID	DC/Unit ID	DC/Officer ID	DC/Vehicle ID	Radio

Figure 1-4. Reset Emergency Notification Sample

1.6 USE CASES

Use Cases describe specific user and system interactions provided by the Interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Cases

Use Cases	Description
UC-01	PremierOne system can receive PTT and Emergency messages.
UC-02	PremierOne user can view PTT and Emergency information.
UC-03	PremierOne user can select a specific talk group to monitor.
UC-04	PremierOne system executes Emergency processing, like highlight emergency message and notification pop-up, when Emergency message is received.
UC-05	PremierOne user can acknowledge the Emergency notification.
UC-06	PremierOne user can reset the Emergency notification.
UC-07	PremierOne system updates unit status and executes Unit Status Change processing when unit status change message is received.

SECTION 2

OPERATIONAL CONSIDERATIONS

2.1 CONNECTIVITY

The ASTRO Radio System and the PremierOne CAD are connected to the CADICAD server, over the Customer Enterprise Network.

If a distributor (like Genesis) exits, then the CADICAD server will be connected to it.

Connectivity details will be defined by the Motorola Solutions Radio Systems Engineer, Motorola Solutions Architect and Customer Infrastructure Team.

2.2 EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in both the Windows Event Log on the application server and the PremierOne database.

Radio Network connectivity issues are logged in the CADICAD database. PremierOne CAD users are not notified of connectivity issues; they will just not see any PTT or Emergency information in the PTT Status Monitor.

PremierOne can be configured to log incoming messages from the Radio system.

2.3 SECURITY

There are no additional security requirements for the Interface, beyond the standard implementation for PremierOne CAD.

2.4 PERFORMANCE

There are no explicit performance requirements for the Interface. The Emergency, PTT and Status Change messages are sent over the control channel. Therefore, the ASTRO Radio System data network capacity is not impacted by these messages.

2.5 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the Interface, beyond the standard implementation for PremierOne CAD.

The CADICAD server is not setup for high-availability. In case of failure, user will use the MCC7500 Radio Console to monitor the PTT and Emergency information. The Unit Status Change option will not be available to the radio users.

A separate CAD/CAD server will be deployed at the DR site.

2.6 SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in the Interface or Customer Enterprise Network, which might affect the Interface.

New radios will need to be provisioned in PremierOne CAD.

SECTION 3

STATEMENT OF WORK

3.1 OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2 RESPONSIBILITIES

Motorola Solutions Responsibilities

- a) Conduct an ISD review session with the Customer subject matter experts to obtain details regarding the Interface.
- b) Implement the Interface and configure for operation with a single ASTRO Radio System.
- c) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.
- d) Conduct a functional demonstration validating the Interface works in accordance with this ISD.

Customer Responsibilities

- a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.
- b) Provide PTT data in one of the standard formats, ATIA, CADI or AIS. Procure and configure distributor, like Genesis, that may be needed for providing the PTT data.
- c) Familiarize themselves with this ISD.
- d) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.
- e) The customer's third-party system must be on a version supported by the customer third-party. Customer will procure any required upgrades.
- f) Witness the functional demonstration of the Interface.
- g) Protect the Enterprise Network against unauthorized access.
- h) Provide secure connections between PremierOne and the Interface.
- i) Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.



- j) Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

3.3 IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Task	Owner
Procure CADICAD license.	Motorola Solutions
Provide IP address for the CADICAD Server on the Customer Enterprise Network.	Customer
Provide talk group filters for the CADICAD.	Customer
Build and configure CADICAD Server.	Motorola Solutions
Establish network connectivity between CADICAD Server and PremierOne CAD.	Motorola Solutions
Establish network connectivity between CADICAD Server and Radio Network.	Customer / Motorola Solutions
Provision radios in PremierOne CAD - Radios, Alias, Talk Groups, Assignments.	Customer
Provision Status Monitor and Off-Duty Radio Emergency in PremierOne CAD.	Motorola Solutions
Configure the Interface in PremierOne CAD.	Motorola Solutions
Program Radios for Unit Status Change selections.	Customer / Motorola Solutions
Provide Radio Unit Status code and their associated PremierOne Unit Status mapping.	Customer / Motorola Solutions
Configure Radio Unit Status code and their associated PremierOne Unit Status mapping.	Motorola Solutions
Provide Radio for Testing.	Customer





PREMIERONE™ CAD - ASTRO RADIO MESSAGING INTERFACE

**INTERFACE SPECIFICATION DOCUMENT
ST. JOHNS COUNTY, FL**

VERSION 1.1

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SECTION 1

INTERFACE DESCRIPTION

1.1 INTRODUCTION

This Interface Specification Document (ISD) provides a description of the capabilities of PremierOne CAD ASTRO Radio Messaging (ASTRO Radio Messaging) and the scope of work involved in delivering this interface. Motorola Solutions will deploy the interface and verify the functionality described in this ISD. If St. Johns County, FL ("Customer") desires any changes to this ISD scope, those changes can be addressed via the change provision of the contract.

1.2 INTERFACE OVERVIEW

The ASTRO Radio Messaging Interface provides the ability to send or receive short text messages on ASTRO APX radios. Radio Messaging is integrated into the general messaging function available in PremierOne. Radios are assigned a mailbox similar to mailboxes assigned to user IDs. The specific ASTRO APX radio must have a display to show messages. A limited keypad is required to select preprogrammed quick text messages or a full 12 button keypad to enter freeform text messages.

Radio Messaging is not supported with third-party radios.

A message destined for a radio is sent to the radio via the ASTRO Packet Data Gateway (PDG). Once the message is received by a radio, the radio will return an acknowledgment to PremierOne via the same path. Messages originated by the radio user are sent to PremierOne. PremierOne will return an acknowledgment to the radio when it receives the message. In both cases, this is an end-to-end application layer acknowledgment which allows PremierOne and the radio to be certain of message reception by the entity at the other end. The messages are sent using UDP.

Messages initiated by PremierOne CAD functions (e.g. BOLOs and dispatches) are sent to the radio using the same path as described above. Whereas simple text messages are stripped of attachments and truncated to size (with possible division into multiple messages), messages generated by PremierOne have more specific formatting options, depending on the message type, called 'content adaptation' which can label and abbreviate fields to fit more information on to the radio screen. The delivery and acknowledgment of messages are the same.

PremierOne CAD can initiate text messages to radios for the following reasons:

- **Incident dispatches and incident updates** - PremierOne CAD can optionally include radios as recipients for incident dispatches and incident updates. Since this information is available in predefined fields, the text message can be content adapted for optimal viewing on the radio screen. If radios are enabled to receive incident dispatches and incident updates, a radio will always receive the message even if the unit status is marked as 'in vehicle'. Incidents are dispatched to units. For a radio to receive dispatches and updates, it

must be associated with a unit.

- **Incident notifications** – PremierOne CAD can be provisioned to send messages to specific people or groups when an incident of a specific type is initiated or dispatched. This functionality can optionally deliver the notification to a radio, if, for example, a user provisioned to receive notifications is logged on to a radio or a unit provisioned to receive notifications has a radio associated with the unit. Notification information is available in predefined fields allowing the text message to be content adapted for optimal viewing on the radio screen.
- **BOLOs** - The BOLO feature optionally provides the ability to send notifications to radios about people or vehicles of interest. BOLO information is also available in predefined fields which allow for content adaptation of the message. BOLOs can be sent to the radio when the unit status is marked as 'out of vehicle' and the BOLO is of a certain priority. These options are controlled in PremierOne provisioning.
- **Emergency notifications** - PremierOne CAD will send users emergency notifications from other units in their signed-on coverage area. Optionally, radios can be included as recipients for Emergency notifications. Emergency information is not available in predefined fields; therefore formatting of individual fields is not possible. The entire notification can be divided into pages by content adaptation. If radios are enabled to receive Emergency notifications, a radio will always receive the message even if the unit status is 'in vehicle.'
- **Hot Hit notifications** - Hot Hit notifications are messages automatically triggered by keywords, such as 'WANTED', that occur in query responses. Hot Hit Notifications can be optionally sent to the radio only when the unit status is tagged 'out of vehicle' and can also be filtered by the Hot Hit priority. These options are controlled in PremierOne provisioning. Hot Hit notifications do not include predefined fields; therefore formatting of individual fields is not possible. The entire notification can be divided into pages by content adaptation.

The radio treats all messages the same. That is, the radio does not categorize messages as user sent, BOLO, etc.

The Content Adaptation feature automatically formats messages to take advantage of the limited size of the ASTRO APX radio screen. The feature is controlled by PremierOne provisioning.

A single message sent to the radio may contain up to 200 characters. Messages greater than 200 characters can be divided into multiple messages (called 'pages' in provisioning). PremierOne will insert page count text (i.e. "1 of 4", "2 of 4", etc.) into each separate message since the radio does not reassemble the pages into one large message. It is recommended to break up longer messages into not more than 5 separate messages to avoid recipient confusion. Content beyond the last page will be discarded.

For incident dispatches and updates, BOLOs and incident notifications, individual fields can be included in messages or omitted. Each character in a field, including its label, consumes one of the 200 characters available in a message. If a field is included, the label for it can be specified. The field content can be completely included or the field content can be trimmed. For each field included, an optional line break can be added to the end of the field. The order of each field in the message can also be modified.



For user sent messages and Hot Hit notifications, the text body of the message cannot be content adapted. Standard message fields such as the subject, file attachment names, etc. can be content adapted along with the field labels as described in the previous paragraph. User sent messages and Hot Hit notifications can also be filtered by priority. For example, only high priority Hot Hits will be sent to the radio.

For emergency notifications, the message can only be broken up into separate message pages as previously described. Separate field control is not available for emergency notifications.

Message attachments are always discarded, however, one of the message fields that can be included provides the name of the attachment files that were discarded.

Figure 1-1 shows the connectivity and primary data flow across the system.

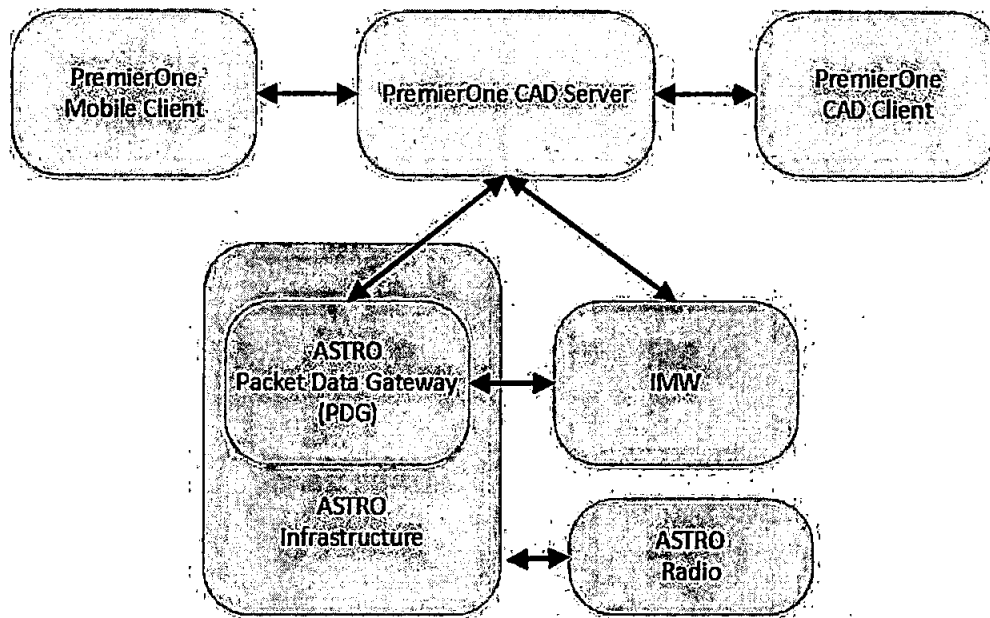


Figure 1-1. ASTRO Radio Messaging Interface Diagram

The PremierOne system can only interface to one IMW server and one ASTRO radio system. Radio Messaging is only possible with ASTRO APX radios that support Radio Messaging. Radio Messaging is not possible with third-party radios.

Information required for installation, configuration, test and support purposes regarding this ASTRO Radio Messaging Interface will be gathered during the ISD review.

1.3 DATA EXCHANGE

The ASTRO Radio Messaging Interface requires PremierOne to interface to the Intelligent Middleware (IMW) server and to the ASTRO data network via the ASTRO Packet Data Gateway (PDG).

The IMW IP address is programmed into the radio's code plug. Once a radio establishes an ASTRO data session, it will send a message to IMW establishing its presence on the system. IMW then informs PremierOne of the radio's presence and IP address. PremierOne then sends

a message to the radio with the IP address the radio should use to access the PremierOne messaging service. Text messages are exchanged directly between the radio and PremierOne.

The data flow diagram captures the events, triggers and message exchange between the systems.

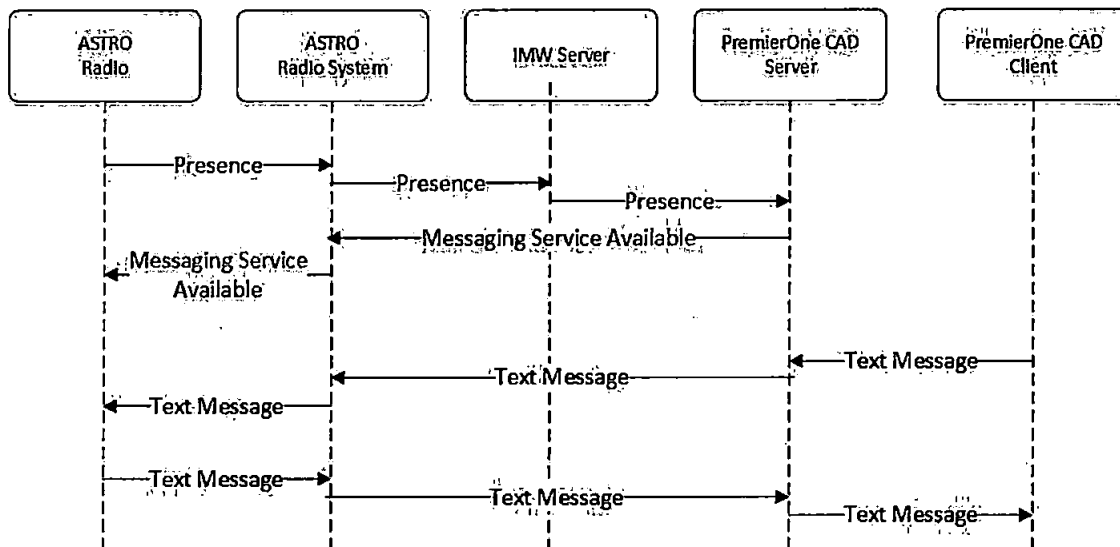


Figure 1-2. ASTRO Radio Messaging Data Flow Diagram

1.4 BUSINESS PROCESS

The ASTRO Radio Messaging Interface enables a wide range of capabilities which can be integrated into the customer's business processes in various ways. The customer will need to consider these capabilities and determine how they should be used and possible impacts to existing standard operating procedures (SOPs) or the need for new SOPs. For example, officers without an MDT (e.g. foot patrol or horseback) may receive dispatches and incident updates via the radio display.

1.5 USER EXPERIENCE

The radio user may address a text message using freeform addressing or the radio address book. With freeform addressing, the user may directly type the recipient address of a message. Freeform addressing is only available on radio models supporting a full keypad. The radio address book can hold up to 100 addresses which are programmed into the radio code plug. The radio user can select an address from the address book.

All address types supported by PremierOne can be sent from the radio including:

- PremierOne users, devices, units and pre-defined groups
- ASTRO radio IDs for messaging-capable radios
- Addresses external to PremierOne via the SMTP interface

PremierOne CAD and Mobile Clients have the same message addressing options.

For the message body, the radio user may use freeform message composition or quick text messages. With freeform composition, the user may manually type in messages of up to a maximum of 200 characters. Freeform composition is only available on radio models supporting the full keypad. Quick text messages are programmed into the radio code plug. The radio user can select a message from a quick text message menu to minimize typing of common messages such as "In Service".

The radio has a drafts folder and a sent messages folder. Each of these folders can hold up to 10 messages. Once full, the oldest message will be replaced by a new draft or a sent message.

When the radio receives a message, an audio and visual alert can be provided to inform the user that a new message has arrived. Certain radio modes may inhibit an audio alert. The radio inbox can hold up to 30 messages. Once full, the oldest message will be replaced by a newly received message.

If a radio is associated to a unit, messages addressed to the unit will be received by the radio without requiring a user to log on to the radio.

If a user logs on to a radio, messages addressed to the user ID will be delivered to the radio. If a message is destined for both a PremierOne Mobile client and a radio, the message may only be sent to the Mobile client in order to conserve radio data bandwidth and eliminate duplicate messages to the same user, depending on the message type. This scenario can arise, for example, if a user is logged on to both a radio and a Mobile client and the message is addressed to the user's ID. Messages can be optionally sent to the radio when the unit status is tagged as 'out of vehicle' and the message is of a certain priority. These options are controlled in PremierOne provisioning.

It is not possible to change the user's logon password at the radio. Users must change their passwords at a PremierOne Mobile Client.

The radio has a message reply function. If the reply function is selected while viewing a message, a new message can be composed that is automatically addressed to the sender.

1.6 USE CASES

Use Cases describe specific user and system interactions provided by the interface. They provide traceability for the Test Cases in the Interface Test Procedure.

Table 1-1. Use Cases

Use Cases	Description
UC-01	A PremierOne CAD or Mobile Client user sends a text message to a radio ID.
UC-02	A PremierOne CAD or Mobile Client user sends a text message to a user logged on to a radio addressing the message to the user's ID.
UC-03	A radio user sends a text message to another radio ID.
UC-04	A radio user sends a text message to another PremierOne user ID whether the other user is logged on to a PremierOne CAD or Mobile client or another radio.
UC-05	A radio user receives an incident dispatch.
UC-06	A radio user receives an incident update.
UC-07	A radio user receives an incident notification.
UC-08	A radio user receives a BOLO.
UC-09	A radio user receives messages addressed to units when the radio is associated with the unit.
UC-10	A radio user receives emergency notifications.
UC-11	A radio user logs on to a radio.
UC-12	A radio user receives a Hot Hit notification.



SECTION 2

OPERATIONAL CONSIDERATIONS

2.1 CONNECTIVITY

Connectivity needs to be established between PremierOne CAD and the ASTRO Radio System, over the Customer Enterprise Network, using TCP and UDP communication.

2.2 EXCEPTION HANDLING AND LOGGING

PremierOne exceptions are logged in the Windows Event Log on the application server.

Radio connectivity exceptions for radio messaging are handled by the PremierOne messaging service (application layer). For example, if an acknowledgment is not received when a text message is sent to a radio, the messaging service will place the message in the radio's inbox (or user's inbox if addressed to a user) for later delivery.

All incoming messages from the ASTRO Radio System are logged in the PremierOne database.

2.3 SECURITY

There are no additional security requirements for the interface, beyond the standard implementation for PremierOne CAD.

To secure messages over-the-air, the ASTRO over-the-air encryption feature should be deployed.

2.4 PERFORMANCE

There are no explicit performance requirements for the interface.

ASTRO systems utilize narrowband channels to support voice and data communications. The capacity of ASTRO systems, that is, the volume of voice and data traffic they can support, varies with the number of channels in the system and the system architecture (multi-site, simulcast).

The PremierOne CAD ASTRO Radio Messaging features can utilize the ASTRO system for data transport. It is critical to take the ASTRO system's configuration and capacity into account when configuring PremierOne CAD ASTRO Radio Messaging features. An assessment and loading analysis of the existing ASTRO data network capacity must be performed.

2.5 HIGH AVAILABILITY AND DISASTER RECOVERY

There are no additional High Availability or Disaster Recovery requirements for the interface, beyond the standard implementation for PremierOne CAD. Consult IMW and ASTRO technical documentation for High Availability and Disaster Recovery support by these solutions.

2.6 SYSTEM ADMINISTRATION

Customer is responsible for contacting Motorola Solutions when changes occur in ASTRO Radio Messaging Interface or Customer Enterprise Network, which might affect the interface.

SECTION 3

STATEMENT OF WORK

3.1 OVERVIEW

This section defines the principal activities and responsibilities of Motorola Solutions and the Customer, during the interface deployment. This Statement of Work provides understanding of the work required by all parties for the interface implementation.

Motorola Solutions assumes no responsibility for training, installation, configuration, on-going support or warranty for any third-party systems and/or software not included as part of the contracted solution.

3.2 RESPONSIBILITIES

Motorola Solutions Responsibilities

- a) Conduct an ISD review session with the Customer subject matter experts to obtain details regarding TCP and UDP connectivity, including ports through any firewalls, IP addresses of servers, and ASTRO APX Radios that support Radio Messaging.
- b) Conduct a data load and capacity analysis with the consideration for the messaging parameters, as part of this or another contract, for the ASTRO radio system to determine the amount of radio messaging that can be supported prior to implementation.
- c) Implement the interface.
- d) Provide guidance on hardware, software and network connectivity that may be required of Customer to support the interface implementation use and maintenance, prior to implementation.
- e) Provide the Interface Test Procedure document and conduct functional demonstration validating the interface works in accordance with this ISD.

Customer Responsibilities

- a) Participate in the ISD review session and provide details required for interface installation, configuration, test and support.
- b) Familiarize themselves with this ISD and Interface Test Procedure for the interface.
- c) Provide all hardware, software and network connectivity not specifically provided by Motorola Solutions, prior to implementation.
- d) The customer's ASTRO Radio system must be on a version supported by the interface. Customer will procure any required upgrades.
- e) Witness the functional demonstration of the interface.
- f) Protect the Enterprise Network against unauthorized access.
- g) Provide secure connections between PremierOne and the ASTRO Radio Messaging system.



- h) Manage customer third-party responsibilities to completion, as applicable, enabling Motorola Solutions to complete its responsibilities.
- i) Manage communication between Motorola Solutions and Customer third-party, enabling Motorola Solutions to complete its responsibilities.

3.3 IMPLEMENTATION PLAN

Table 3-1. Implementation Plan

Task	Owner
Conduct a data network load and capacity analysis of the ASTRO radio system with consideration for the messaging parameters (can be included as part of this Statement of Work, or another contract).	Motorola Solutions
Procure IMW licenses.	Motorola Solutions
Provide IP address for the IMW server on the Customer Enterprise Network.	Customer
Build and configure the IMW server.	Motorola Solutions
Establish network connectivity between the IMW server and PremierOne.	Customer / Motorola Solutions
Establish network connectivity between the IMW server and the Radio Network.	Customer / Motorola Solutions
Establish network connectivity between PremierOne and the Radio Network.	Customer / Motorola Solutions
Provision radios and radio assignments in PremierOne CAD.	Customer
Provision desired notifications and associated content adaptation.	Motorola Solutions
Provide two messaging enabled radios for testing.	Customer

EXHIBIT C

MAINTENANCE AND SUPPORT AGREEMENT

Maintenance and Support Agreement

Motorola Solutions, Inc., a Delaware corporation ("Motorola") having a place of business located at 7237 Church Ranch Blvd, Suite 406 Westminster, CO 80021, St. Johns County Fire Rescue, ("Customer"), having a place of business located at 3657 Gaines Rd., St. Augustine, FL 32084, enter into this Maintenance and Support Agreement ("Agreement"), pursuant to which Customer will purchase and Motorola will sell the maintenance and support services as described below and in the attached exhibits. Motorola and Customer may be referred to individually as "party" and collectively as "parties."

For good and valuable consideration, the parties agree as follows:

Section 1 EXHIBITS

The Exhibits listed below are incorporated into and made a part of this Agreement. In interpreting this Agreement and resolving any ambiguities, the main body of this Agreement will take precedence over the Exhibits and any inconsistency between the Exhibits will be resolved in the order in which they are listed below.

Exhibit A	"Covered Products, Support Options and Pricing"
Exhibit B	"Customer Support Plan"
Exhibit C	"Labor Rates"

Section 2 DEFINITIONS

"CSR" means Motorola Solutions Customer Service Request System

"Equipment" means the physical hardware purchased by Customer from Motorola pursuant to a separate System Agreement, Products Agreement, or other form of Agreement.

"Motorola" means Motorola Solutions, Inc., a Delaware corporation.

"Motorola Solutions Software" means Software that Motorola owns. The term includes Product Releases, Standard Releases, Supplemental Releases, Cumulative Updates, and On Demand Releases.

"Non-Motorola Solutions Software" means Software that a Third Party other than Motorola owns.

"Optional Technical Support Services" means fee-based technical support services that are not covered as part of the standard Technical Support Services.

"Principal Period of Maintenance" or "PPM" means the specified days and times during the days, that maintenance and support services will be provided under this Agreement. The PPM selected by the Customer is indicated in the Covered Products, Support Options and Pricing Exhibit.

"Patch" means a specific change to the Software that does not require a Release.

"Products" means the Equipment (as indicated in the Covered Products Exhibit) and Software provided by Motorola.

"Releases" means an Update or Upgrade to the Motorola Software and are characterized as "On Demand Releases," "Cumulative Updates," "Supplemental Releases," "Standard Releases," or "Product Releases." The content and timing of Releases will be at Motorola's sole discretion.

A "Cumulative Update" is defined as a release of Motorola Software that contains error corrections to an existing Standard Release that do not affect the overall structure of the Motorola Software. Cumulative Updates will be superseded by the next issued Cumulative Update.

A "Supplemental Release" is defined as an interim release of Motorola Software that contains primarily error corrections to an existing Standard Release and may contain limited improvements that do not affect the overall structure of the Motorola Software. Depending on the Customer's specific configuration, a Supplemental Release might not be applicable.

St. Johns County, FL
Maintenance and Support Agreement

A "Standard Release" is defined as a release of Motorola Software that may contain product enhancements and improvements, such as new databases, modifications to databases, or new servers, as well as error corrections. A Standard Release may involve file and database conversions, System configuration changes, hardware changes, additional training, on-site installation, and System downtime. Standard Releases will contain all the content of prior On Demand Releases and Cumulative Updates that is reasonably available (content may not be reasonably available because of the proximity to the end of the release cycle and such content will be included in the next release).

A "Product Release" is defined as a release of Motorola Software considered to be the next generation of an existing product or a new product offering. If a question arises as to whether a Product offering is a Standard Release or a Product Release, Motorola's opinion will prevail, provided that Motorola treats the Product offering as a new Product or feature for its end user customers generally.

On Demand Releases are identified by the fifth character of the five-character release number, shown here as underlined: "1.2.0.4.a," Cumulative Updates by the fourth digit: "1.2.0.4.a," Supplemental Releases are identified by the third digit: "1.2.0.4.a," Standard Releases by the second digit: "1.2.0.4.a," and Product Releases by the first digit: "1.2.0.4.a."

"Residual Error" means a software malfunction or a programming, coding, or syntax error that causes the Software to fail to conform to the Specifications.

"Services" means those maintenance and support services described in the Customer Support Plan Exhibit and provided under this Agreement.

"Software" means the Motorola Solutions Software and Non-Motorola Solutions Software (Third Party) that is furnished with the System or Equipment.

"Specifications" means the design, form, functionality, or performance requirements described in published descriptions of the Software, and if also applicable, in any modifications to the published specifications as expressly agreed to in writing by the parties.

"Standard Business Day" means Monday through Friday, 8:00 a.m. to 5:00 p.m. local time, excluding established Motorola holidays.

"Standard Business Hour" means a sixty (60) minute period of time starting at notification within a Standard Business Day(s).

"Start Date" means the date upon which this Agreement begins. The Start Date is specified in the Covered Products, Support Options and Pricing Exhibit.

"System" means the Products and Services provided by Motorola as a system and are more fully described in the Technical and Implementation Documents attached as Exhibits to the applicable system agreement between Customer and Motorola.

"Technical Support Services" means the remote telephonic support provided by Motorola on a standard and centralized basis concerning the Covered Products, including diagnostic services and troubleshooting to assist the Customer in ascertaining the nature of a problem being experienced by the Customer. Technical Support Services includes minor assistance concerning the use of the Software (including advising or assisting the Customer in attempting data/database recovery, database set up, client-server advice), and minor assistance or advice on installation of Releases provided under this Agreement.

"Update" means an On Demand Release, Cumulative Update, Supplemental Release or Standard Release.

"Upgrade" means a Product Release.

Section 3 SCOPE AND TERM OF SERVICES

3.1. In accordance with the provisions of this Agreement and in consideration of the payment by Customer of the price for the Services, Motorola will provide to the Customer the Services as described in this Maintenance and Support Agreement and as indicated in the Covered Products, Support Options and Pricing Exhibit. Services will apply only to the Products described in the Covered Products Exhibit.

3.2. Unless the Covered Products, Support Options and Pricing Exhibit expressly provides to the contrary, the term of this Agreement is ten (10) years, inclusive of the Warranty Period, beginning on the Start Date. Following the initial term period, this Maintenance and Support Agreement will automatically renew upon the anniversary date for successive one (1) year periods unless either party notifies the other of its intention to not renew the Agreement (in whole or part) not less than thirty (30) days before the anniversary date or requests an alternate term or this Agreement is terminated for default by a party.

3.3. This Agreement covers all copies of the specified Products listed in the Covered Products, Support Options and Pricing Exhibit that are licensed by Motorola to the Customer. If the price for Services is based upon a per unit fee, such price will be calculated on the total number of units of the Products that are licensed to Customer as of the beginning of the maintenance and support period. If, during a maintenance and support period, Customer acquires additional Products that will be covered by this Agreement, the price for maintenance and support services for the additional Products will be calculated and added to the total price either (1) if and when the maintenance and support period is renewed or (2) immediately when Customer acquires additional Products, as determined by Motorola. Motorola may adjust the price of the maintenance and support services at the time of a renewal if it provides to Customer notice of the price adjustment at least forty-five (45) days before the expiration of the maintenance and support period. If Customer notifies Motorola of its intention not to renew this Agreement as permitted by Section 3.2 and later wishes to reinstate this Agreement, it may do so with Motorola's consent provided (a) Customer pays to Motorola the amount that it would have paid if Customer had kept this Agreement current, (b) Customer ensures that all applicable Equipment is in good operating conditions at the time of reinstatement, and (c) all copies of the specified Software listed in the Description of Covered Products are covered.

3.4. When Motorola performs Services at the location of installed Products, Customer agrees to provide to Motorola, at no charge, a non-hazardous environment for work with shelter, heat, light, and power, and with full and free access to the covered Products. Customer will provide all information pertaining to the hardware and software with which the Products are interfacing to enable Motorola to perform its obligations under this Agreement.

3.5. All Customer requests for covered Services will be made initially with the call intake center identified in the Covered Products, Support Options and Pricing Exhibit.

3.6. Motorola will provide to the Customer Technical Support Services and Releases as follows:

3.6.1. Motorola will provide Technical Support Services and correction of Residual Errors during the PPM in accordance with the Exhibits. The level of Technical Support depends upon the Customer's selection as indicated in the Covered Products, Support Options and Pricing Exhibit. Any Technical Support Services that are performed by Motorola outside the contracted PPM and any Residual Error corrections that are outside the scope will be billed at the then current hourly rates. The objective of Technical Support Services will be to investigate specifics about the functioning of covered Products and to determine whether there is a defect in the Product. Technical Support Services will not be used in lieu of training on the covered Products.

3.6.2. Unless the Covered Products, Support Options and Pricing Exhibit expressly provides to the contrary, Motorola will provide to Customer without additional license fees an available Cumulative Update, Supplemental, or Standard Release for Motorola's PremierOne Applications after receipt of a request from the Customer. The Customer must pay for any installation or other services and any necessary Equipment or third party software or training provided by Motorola in connection with Supplemental or Standard Releases. On Demands and Cumulative Updates are designed to be delivered remotely. Services for onsite delivery related to On Demands and Cumulative Updates as requested by Customer will be quoted at the time of the request. Any services will be performed in accordance with a mutually agreed schedule.

St. Johns County, FL
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3.6.3. Motorola will provide to Customer an available Product Release after receipt of a request from Customer, but Customer must pay for all additional license fees, any installation or other services, and any necessary Equipment provided by Motorola in connection with such Product Release. Motorola's duty as described in this paragraph is contingent upon Customer's then-current installation at the time of Customer's request being within two (2) Standard Release versions of the new Standard Release available for general release. Any services will be performed in accordance with a mutually agreed schedule.

3.6.4 Along with maintenance Software Releases, Motorola will make available new purchasable products, features and modules which are separate and distinct from the mainstream PremierOne line of Products. Newly released Products may have PremierOne as a pre-requisite and/or share some portion of the PremierOne code base. Customers are not entitled to these products, features and modules, or upgrades to them within this Maintenance and Support Agreement, if they have not purchased the required licenses.

3.6.5. As part of the Software development process Motorola makes every reasonable effort to lessen impact to customer operations. Any change to existing functionality is done after thorough review of customer feedback and with announcement of said change. When it's not technically feasible to meet a particular requirement Motorola will proactively communicate the changes. Beyond these efforts Motorola does not warrant that a Release will meet Customer's particular requirement, be uninterrupted or error-free, be backward compatible, or that all errors will be corrected. Errors addressed as part of the Software Release will be corrected. Full compatibility of a Release with the capabilities and functions of earlier versions of the Software may not be technically feasible. If it is technically feasible, Motorola will make available services to integrate these capabilities and functions to the updated or upgraded version of the Software, which services may be fee based.

3.6.6. Motorola's responsibilities under this Agreement to provide Technical Support Services in accordance with the package selected by the customer and as further detailed in the statement of work, customer support plan, will be limited to the current Standard Release plus the two (2) prior Standard Releases (collectively referred to in this section as "Covered Standard Releases"). Notwithstanding the preceding sentence, Motorola will provide Technical Support Services for a Severity Level 1 or 2 error concerning a Standard Release that precedes the Covered Standard Releases unless such error has been corrected by a Covered Standard Release (in which case Customer will need to have the Standard Release that fixes the reported error installed or terminate this Agreement as to the applicable Software).

3.6.7. Motorola's responsibilities under this Agreement to provide Technical Support Services will be limited to the current Standard Release concerning the following Software: Customer Service Request, Case Management, Integration Framework, and Integration Framework Express.

3.7. The maintenance and support Services described in this Agreement are the only covered services. Unless Optional Technical Support Services are purchased, these Services specifically exclude and Motorola will not be responsible for:

3.7.1. Any service work required due to incorrect or faulty operational conditions, including but not limited to Equipment not connected directly to an electric surge protector, or not properly maintained in accordance with the manufacturer's guidelines. Other services may be available for an additional fee and will be addressed with an amendment to the Agreement.

3.7.2. The repair or replacement of Products or parts resulting from failure of the Customer's facilities, Customer's personal property and/or devices connected to the System (or interconnected to devices) whether or not installed by Motorola's representatives.

3.7.3. The repair or replacement of Equipment that has become defective or damaged due to physical or chemical misuse or abuse, Customer's negligence, or from causes such as lightning, power surges, or liquids.

3.7.4. Any transmission medium, such as telephone lines, computer networks, or the worldwide web, or for Equipment malfunction caused by such transmission medium.

3.7.5. Accessories, custom or Special Products; modified units; or modified Software.

3.7.6. The repair or replacement of parts resulting from the tampering by persons unauthorized by Motorola or the failure of the System due to extraordinary uses.

3.7.7. Operation and/or functionality of Customer's personal property, equipment, and/or peripherals and any application software not provided by Motorola.

3.7.8. Services for any replacement of Products or parts directly related to the removal, relocation, or reinstallation of the System or any System component.

3.7.9. Services to diagnose technical issues caused by the installation of unauthorized components or misuse of the System.

3.7.10. Services to diagnose malfunctions or inoperability of the Software caused by changes, additions, enhancements, or modifications in the Customer's platform or in the Software.

3.7.11. Services to correct errors found to be caused by Customer-supplied data, machines, or operator failure.

3.7.12. Operational supplies, including but not limited to, printer paper, printer ribbons, toner, photographic paper, magnetic tapes and any supplies in addition to that delivered with the System; battery replacement for uninterruptible power supply (UPS); office furniture including chairs or workstations.

3.7.13. Third-party software unless specifically listed on the Covered Products Exhibit.

3.7.14. Support of any interface(s) beyond Motorola-provided port or cable, or any services that are necessary because third party hardware, software or supplies fail to conform to the specifications concerning the Products.

3.7.15. Services related to customer's failure to back up its data or failure to use a UPS system to protect against power interruptions.

3.7.16. Any design consultation such as, but not limited to, configuration analysis, consultation with Customer's third-party provider(s), and System analysis for modifications or Upgrades or Updates which are not directly related to a Residual Error report.

3.8. The Customer hereby agrees to:

3.8.1. Maintain any and all electrical and physical environments in accordance with the System manufacturer's specifications.

3.8.2. Provide standard industry precautions (e.g. back-up files) ensuring database security, per Motorola's recommended backup procedures.

3.8.3. Ensure System accessibility, which includes physical access to buildings as well as remote electronic access. Remote access can be stipulated and scheduled with the Customer; however, remote access is required and will not be substituted with on-site visits if access is not allowed or available.

3.8.4. Appoint one or more qualified employees to perform System Administration duties, including acting as a primary point of contact to Motorola's Technical Support organization for reporting and verifying problems and performing System backup. At least one member of the System Administrators group must have completed Motorola's End-User training and System Administrator training (if available). The combined skills of this System Administrators group includes proficiency with: the Products, the system platform upon which the Products operate, the operating system, database administration, network capabilities such as backing up, updating, adding, and deleting System and user information, and the client, server and stand alone personal computer hardware. The System Administrator will follow the Residual Error reporting process described herein and make all reasonable efforts to duplicate and verify problems and assign a Severity Level according to definitions provided herein. Customer agrees to use reasonable efforts to ensure that all problems are reported and verified by the System Administrator before reporting them to Motorola. Customer will assist Motorola in determining that errors are not the product of the operation of an external system, data links between system, or

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Maintenance and Support Agreement

network administration issues. If a Severity Level 1 or 2 Residual Error occurs, any Customer representative may contact Motorola's Customer Support by telephone, but the System Administrator must follow up with Motorola's Customer Support as soon as practical thereafter.

3.9. In performing repairs under this Agreement, Motorola may use parts that are not newly manufactured but which are warranted to be equivalent to new in performance. Parts replaced by Motorola will become Motorola's property.

3.10 Customer will permit and cooperate with Motorola so that Motorola may periodically conduct audits of Customer's records and operations pertinent to the Services, Products, and usage of application and data base management software. If the results of any such audit indicate that price has been understated, Motorola may correct the price and immediately invoice Customer for the difference (as well as any unpaid but owing license fees).

3.11. If Customer replaces, upgrades, or modifies equipment, or replaces, upgrades, or modifies hardware or software that interfaces with the covered Products, Motorola will have the right to adjust the price for the Services to the appropriate current price for the new configuration.

3.12 Customer agrees not to attempt or apply any update(s), alteration(s), or change(s) to the database software without the prior approval of Motorola.

Section 4. RIGHT TO SUBCONTRACT AND ASSIGN

Except as provided herein, neither party may assign this Agreement or any of its rights or obligations hereunder without the prior written consent of the other party, which consent will not be unreasonably withheld. Any attempted assignment, delegation, or transfer without the necessary consent will be void. Motorola may subcontract any of the work; however, subcontracting will not relieve Motorola of its duties under this Agreement.

Section 5. PRICING, PAYMENT AND TERMS

5.1 Prices in United States dollars are shown in the Covered Products, Support Options and Pricing Exhibit. At the time of contract execution, Customer is committing to Ten (10) years of Maintenance and Support for a total price set forth in Exhibit A, inclusive of the Warranty Period. The term prices shown in the Covered Products, Support Options and Pricing Exhibit will be invoiced annually in advance of the period of service. Motorola will provide to Customer an invoice, and Customer will make payments to Motorola within thirty (30) days after the date of each invoice; such payments will be in the form of a check, cashier's check, or wire transfer drawn on a United States financial institution. Customer affirms that a purchase order or notice to proceed is not required to pay for annual support and maintenance. The Customer will pay all invoices as received from Motorola and any changes in scope will be subject to the change order process as described in this Agreement. At the time of execution of this Agreement, the Customer will provide all necessary reference information to include on invoices for payment per this Agreement.

5.2. Motorola's annual maintenance and support pricing for Motorola products increases each year 5% over the previous term's pricing subsequent to the Term. Third-party products will increase annually based on a current vendor supplied maintenance and support quote. In addition, if the Covered Products or Support Options change, the pricing will correspondingly change.

5.3. Overdue invoices will bear simple interest at the rate of ten percent (10%) per annum, unless such rate exceeds the maximum allowed by law, in which case it will be reduced to the maximum allowable rate.

5.4 If Customer requests, Motorola may provide services outside the scope of this Agreement or after the termination or expiration of this Agreement and Customer agrees to pay for those services. These terms and conditions and the prices in effect at the time such services are rendered will apply to those services.

5.5 Price(s) are exclusive of any taxes, duties, export or customs fees, including Value Added Tax or any other similar assessments imposed upon Motorola. If such charges are imposed upon Motorola, Customer will reimburse Motorola upon receipt of proper documentation of such assessments.

5.6. If Customer is purchasing Services for multiple years, if the Pricing includes a multiyear discount, and if Customer terminates this Agreement before the expiration of the full Term, then Customer will pay to Motorola upon termination an early termination fee in an amount equal to the multiyear discount applicable to the three (3) years immediately preceding the early termination.

5.7. If Customer is purchasing Upgrade or similar Services where the annualized price is based on the fulfillment of a two-year payment cycle, if Customer terminates this service during a two-year cycle except for Motorola's default, and if the Upgrade for the two-year cycle has been implemented before the termination, then Customer will pay to Motorola upon termination an early termination fee in an amount equal to the balance of payments owed for the two-year cycle.

Section 6. LIMITATION OF LIABILITY

Except for personal injury or death, Motorola Solutions total liability, whether for breach of contract, warranty, negligence, strict liability in tort, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of twelve (12) months of Service provided under this Agreement. **ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT MOTOROLA SOLUTIONS WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS; INCONVENIENCE; LOSS OF USE, TIME, DATA, GOOD WILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT OR THE PERFORMANCE OF SERVICES BY MOTOROLA SOLUTIONS PURSUANT TO THIS AGREEMENT.** No action for contract breach or otherwise relating to the transactions contemplated by this Agreement may be brought more than one (1) year after the accrual of the cause of action, except for money due upon an open account. This limitation of liability will survive the expiration or termination of this Agreement and applies notwithstanding any contrary provision.

Section 7. DEFAULT/TERMINATION

7.1. If Motorola breaches a material obligation under this Agreement (unless Customer or a Force Majeure causes such failure of performance); Customer may consider Motorola to be in default. If Customer asserts a default, it will give Motorola written and detailed notice of the default. Motorola will have thirty (30) days thereafter either to dispute the assertion or provide a written plan to cure the default that is acceptable to Customer. If Motorola provides a cure plan, it will begin implementing the cure plan immediately after receipt of Customer's approval of the plan.

7.2. If Customer breaches a material obligation under this Agreement (unless Motorola or a Force Majeure causes such failure of performance); if Customer breaches a material obligation under the Software License Agreement that governs the Software covered by this Agreement; or if Customer fails to pay any amount when due under this Agreement, indicates that it is unable to pay any amount when due, indicates it is unable to pay its debts generally as they become due, files a voluntary petition under bankruptcy law, or fails to have dismissed within ninety (90) days any involuntary petition under bankruptcy law, Motorola may consider Customer to be in default. If Motorola asserts a default, it will give Customer written and detailed notice of the default and Customer will have thirty (30) days thereafter to (i) dispute the assertion, (ii) cure any monetary default (including interest), or (iii) provide a written plan to cure the default that is acceptable to Motorola. If Customer provides a cure plan, it will begin implementing the cure plan immediately after receipt of Motorola's approval of the plan.

7.3. If a defaulting party fails to cure the default as provided above in Sections 7.1 or 7.2, unless otherwise agreed in writing, the non-defaulting party may terminate any unfulfilled portion of this Agreement and may pursue any legal or equitable remedies available to it subject to the provisions of Section 6 above.

7.4. Upon the expiration or earlier termination of this Agreement, Customer and Motorola will immediately deliver to the other Party, as the disclosing Party, all Confidential Information of the other, including all copies thereof, which the other Party previously provided to it in furtherance of this Agreement. Confidential Information includes: (a) proprietary materials and information regarding technical plans; (b) any and all other information, of whatever type and in whatever medium including data, developments, trade secrets and improvements, that is disclosed by Motorola to Customer in connection with this Agreement; (c) all geographic

information system, address, telephone, or like records and data provided by Customer to Motorola in connection with this Agreement that is required by law to be held confidential.

7.5 Any termination by Customer prior to the expiration of the multi-year term, for any reason other than Motorola default, will result in an early termination fee equal to the discount applied to the invoices for the multi-year term, which will be due and payable upon such early termination. Annual discounts, if any, for the multi-year term can be found on the Covered Products, Support Options and Pricing Exhibit.

Section 8. GENERAL TERMS AND CONDITIONS

8.1. Notices required under this Agreement to be given by one party to the other must be in writing and either delivered in person or sent to the address shown below by certified mail, return receipt requested and postage prepaid (or by a recognized courier service), or by facsimile with correct answerback received, and will be effective upon receipt.

Customer:

Motorola Solutions, Inc.
Attn: Legal, Corporate Communications & Government Affairs
500 West Monroe Street, 43rd Floor
Chicago, IL 60661

8.2. Neither party will be liable for its non-performance or delayed performance if caused by an event, circumstance, or act of a third party that is beyond such party's reasonable control.

8.3. Failure or delay by either party to exercise any right or power under this Agreement will not operate as a waiver of such right or power. For a waiver to be effective, it must be in writing signed by the waiving party. An effective waiver of a right or power will not be construed as either a future or continuing waiver of that same right or power, or the waiver of any other right or power.

8.4. Customer may not assign any of its rights under this Agreement without Motorola's prior written consent.

8.5. This Agreement, including the exhibits, constitutes the entire agreement of the parties regarding the covered Maintenance and Support Services and supersedes all prior and concurrent agreements and understandings, whether written or oral, related to the services performed. Neither this Agreement nor the Exhibits may be altered, amended, or modified except by a written agreement signed by authorized representatives of both parties. Customer agrees to reference this Agreement on all purchase orders issued in furtherance of this Agreement. Neither party will be bound by any terms contained in Customer's purchase orders, acknowledgements, or other writings (even if attached to this Agreement).

8.6. This Agreement will be governed by the laws of the State of Florida.

Section 9. CERTIFICATION DISCLAIMER

Motorola specifically disclaims all certifications regarding the manner in which Motorola conducts its business or performs its obligations under this Agreement, unless such certifications have been expressly accepted and signed by an authorized signatory of Motorola.

Section 10. COMPLIANCE WITH APPLICABLE LAWS

The Parties will at all times comply with all applicable regulations, licenses and orders of their respective countries relating to or in any way affecting this Agreement and the performance by the Parties of this Agreement. Each Party, at its own expense, will obtain any approval or permit required in the performance of its obligations. Neither Motorola nor any of its employees is an agent or representative of Customer.

IN WITNESS WHEREOF, the parties have made and executed this Agreement on the respective dates under each signature: Customer through its Board of County Commissioners, signing by and through its Chairman and by Motorola through its duly authorized representative.

MOTOROLA SOLUTIONS, INC.

By:

Name:

Title:

Date:

CUSTOMER

By:

Name:

Title:

Date:

Exhibit A

COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

MAINTENANCE AND SUPPORT AGREEMENT

TERM: 10 Years

CUSTOMER AGENCY	St. Johns County, Florida	BILLING AGENCY	
Address	3657 Gaines Rd., St.	Address	
City, State, Zip	Augustine, FL 32084	City, State, Zip	
Contact Name	Jeffrey A. Prevatt	Contact Name	
Contact Title	Fire Chief	Contact Title	
Telephone Number	(904) 209-1702	Telephone Number	
Email Address	jprevatt@sicfl.us	Email Address	

For support and updates on products below, please contact Motorola's Public Safety Application's Customer Support: (800) 323-9949 Option 2, Option 6, then select the corresponding prompt by product

Site Identification Numbers

Product Group	Site Identification Number	Phone Prompt

Standard Services Include:

Customer Support Plan	Virtual Private Network VPN Tool
Case Management 24x7	Defective Media Retention
Technical Support 9x5	System Self Monitoring Tools (P1)
Third-party Vendor Coordination	Microsoft Embedded Maintenance
On-site Support (when applicable)	Access to Users Group Site
Software Releases, as defined	

MOTOROLA SUPPORTED PRODUCTS

See Equipment List in Agreement

Exhibit A Continued

COVERED PRODUCTS, SUPPORT OPTIONS AND PRICING

MAINTENANCE AND SUPPORT AGREEMENT

TERM: **10 Years**

Optional Services Available:

24x7 Technical Support	Users Conference Advance Purchase**
Professional Services Upgrades*	On-site Support Dedicated Resource
Hardware Refresh*	GeoFile Services
Professional Services Consultation	Time and Materials
Professional Services Training	Lifecycle Services*

*Require Multi-year Agreement

**USERS CONFERENCE ATTENDANCE ADVANCE PURCHASE DETAILS

Users Conference Attendance (\$2,800 per Attendee) Includes:	Year		Number Attendees	NA
• Registration fee* • Roundtrip travel for event (booked by Motorola) • Hotel accommodations (booked by Customer Agency per Motorola website instructions) • Ground Transportation (booked by Motorola) • Daily meal allowance¹				

¹ Daily meal allowance is determined by Motorola based on published guidelines. In no event will the amount provided exceed attendee's applicable Agency rules regarding meal expenses, provided the attendee or his/her agency notifies Motorola in advance of the conference of any restrictions, prohibitions or limitations that apply.

*2 Registration Fees only Included Per Year in the 5-year agreement. See Below.

SUPPORT FEES SUMMARY

Maintenance Detail	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	Total
Base maintenance Solution	Warranty	\$199,338	\$207,996	\$217,084	\$226,627	\$233,467	\$240,514	\$247,774	\$255,254	\$262,962	\$2,091,016
Annual User Conference Registrations	Included	\$1,990	\$1,990	\$1,990	\$1,990	\$1,990	\$1,990	\$1,990	\$1,990	\$1,990	\$17,910
Onsite Upgrade Services (Up to 5 Over 10 Years)	N/A	\$64,647	\$64,647	\$64,647	\$64,647	\$64,647	\$64,647	\$64,647	\$64,647	\$64,647	\$581,823
Hardware / 3rd Party Software Upgrade (Up to 1 over Term)	N/A	\$97,161	\$97,161	\$97,161	\$97,161	\$97,161	\$97,161	N/A	N/A	N/A	\$582,966
Hardware Upgrade Services (Up to 1 over Term)	N/A	\$21,485	\$21,485	\$21,485	\$21,485	\$21,485	\$21,485	N/A	N/A	N/A	\$128,910
Subtotal - Before Additional Discount		\$384,621	\$393,279	\$402,367	\$411,910	\$418,750	\$425,797	\$314,411	\$321,891	\$329,599	\$3,402,625
Less Multi-Year Discount - 10 Year Agreement	N/A	(\$37,807)	(\$37,807)	(\$37,807)	(\$37,807)	(\$37,807)	(\$37,807)	(\$37,807)	(\$37,807)	(\$37,807)	(\$340,263)
Annual Total	\$0	\$346,814	\$355,472	\$364,560	\$374,103	\$380,943	\$387,990	\$276,604	\$284,084	\$291,792	\$3,062,362

Embedded Maintenance for Microsoft products is limited to Systems Center Operations Manager embedded licenses. Maintenance for Microsoft Windows Server and Microsoft SQL Server is NOT included.

*Onsite Upgrade Services are only required for the Standard Release Upgrades (4.4, 4.5, etc.). All On Demand and Cumulative upgrades are included in base maintenance delivered remotely. Standard Releases are available approximately once each year but do not have to be taken each year. Five (5) is suggested over 10 years (every other year) however fewer or more may be selected.

Exhibit B
CUSTOMER SUPPORT PLAN

MAINTENANCE AND SUPPORT AGREEMENT

TERM: 10 Years

CUSTOMER: St. Johns County, FL

Introduction

Welcome to Motorola Customer Support. We appreciate your business and look forward to serving your needs on your Public Safety Applications (PSA) system.

The Customer Support Plan is designed to provide Motorola customers the details necessary for understanding Motorola overall support processes and policies as a compliment to the Motorola Maintenance and Support Agreement.

The Motorola Maintenance and Support Agreement is the legal and binding contractual terms for which services are provided under. Questions or concerns regarding your support plan can be directed to your Support Manager.

Below are the topics outlined in this Customer Support Plan:

- I. Service Offerings**
- II. Accessing Customer Support**
- III. Severity Levels and Case Management**
- IV. Responsibilities**
- V. Customer Call Flow**
- VI. Contacts**

I. Service Offerings

Motorola Customer Support organization includes a staff of Support Analysts who are managed by Motorola Customer Support Managers and are chartered with the direct front-line support of Motorola Customers. A Support Analyst is a system technologist responsible for providing direct or escalation support. A Support Analyst is sometimes referred to as a Customer Support Analyst ("CSA") or Technical Support Analyst ("TSA") or Technical Support Representative.

Motorola Support Organization offers a multi-layered approach to a total service solution. Levels of support are defined as follows:

Service Levels

Level 0	Logging, dispatching and tracking service requests
Level 1	Selected 1 st call support, triage and resolution
Level 2	Telephone and/or on-site support for normal technical requirements
Level 3	High-level technical support prior to Engineering escalation
Level 4	Engineering software code fixes and changes

Motorola provides to customers on an active Maintenance and Support Agreement defined services and Software Releases. Specific support definitions, offerings and customer responsibilities are detailed in Section 3 of the main body of the Maintenance and Support Agreement.

II. Accessing Customer Support

The Motorola Solutions System Support Center Operations

Motorola Public Safety Applications Technical Support personnel in cooperation with Motorola System Support Center ("SSC") provide the gateway to technical support for all of Motorola Public Safety Application systems. Accessing support through Motorola toll free 800 number, web ticketing or email ticketing ensures accurate case handling and tracking. The goal of the Support team and SSC is to make certain systems are restored and running at peak levels as quickly as possible. This is accomplished by obtaining accurate customer and problem details and by directing requests to the right support team in a timely manner.

The System Support Center offers total call management including:

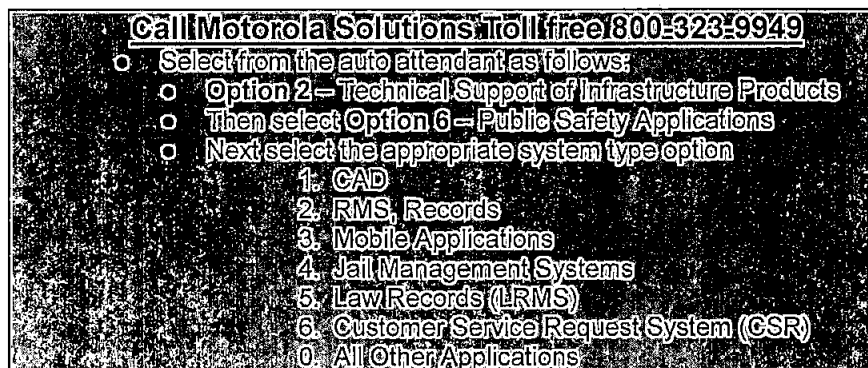
- Single point of contact for Motorola service requests
- Logging, dispatching and tracking of service requests
- System capabilities to identify pending cases and automatically escalate to management
- Database and customer profile management
- Standard reports with on-demand distribution
- Case notification

Motorola System Support Center operates 24 hours a day, 7 days a week, 365 days a year. That means you can call us anytime. Support Center personnel enter requests for service, technical assistance, or telephone messages into a database system. Every time you call us, we log information about your request into the tracking system so that the information is available for reference and analysis to better serve your future service needs. Another benefit of logging every service request is that Motorola and customers can track the progress from initial contact to final resolution.

There are three options for accessing Support at Motorola:

1. **Motorola System Support Center Toll Free Number**
2. **eCase Management through Motorola On-Line**
3. **Email Case Ticketing**

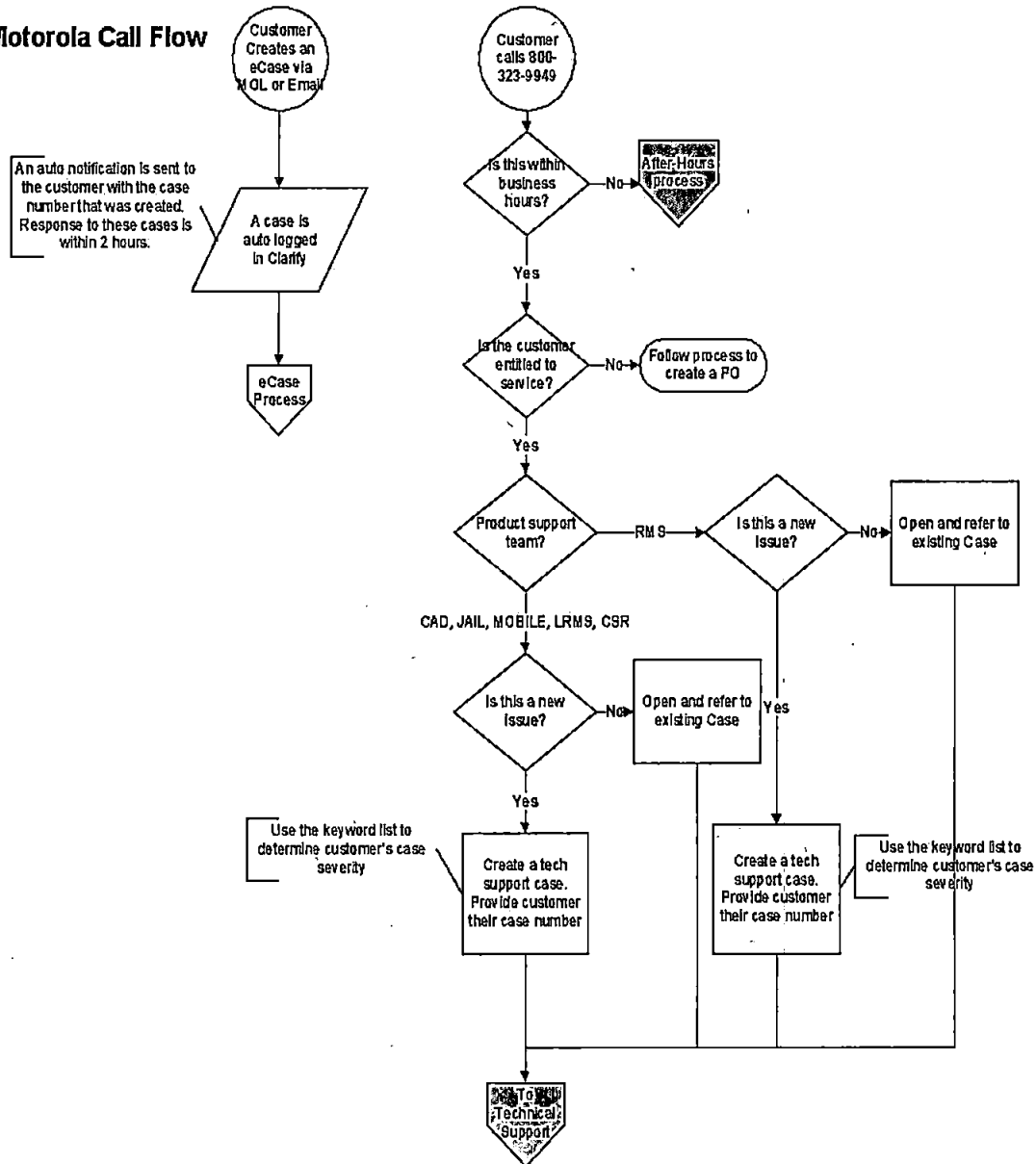
Option 1 - Call Motorola Solutions System Support Center



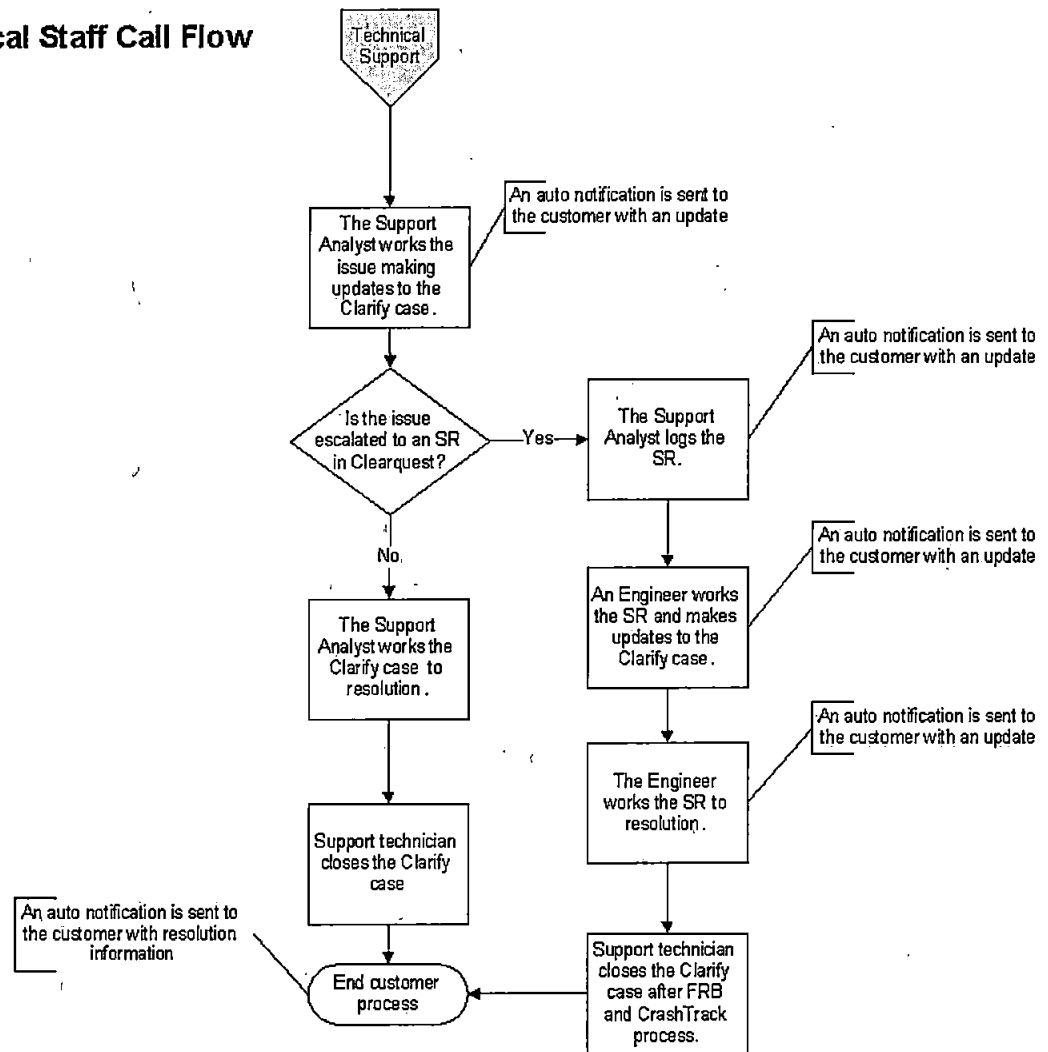
Upon contact with the SSC personnel, you will provide the name and phone number for Customer contact and your agency and product specific Site Identification Number. Providing a brief problem description will assist in defining the severity level and determine proper case routing to the appropriate Motorola Technical Support Team Member. A unique tracking number will be provided to your agency for future reference.

Generally customers calling the toll-free 800 number will access Public Safety Applications technical support directly. For heavy call times or after hours the caller will be directed to Motorola System Support Call Center Operations. Once the logging process is complete customers are transferred directly to a Technical Support Analyst 24/7/365.

Motorola Call Flow



Technical Staff Call Flow



How to Obtain Technical Support for Products

Action / Response	
Step 1. Call the Motorola Solutions System Support Center 1-800-323-9949 Step 2. Select option 2 (Technical Support) Step 3. Select option 6 (Public Safety Applications) Step 4. Select product specific option Step 5. Provide Site Identification Number (See Covered Products Exhibit for your agency's Site Identification Numbers)	
Step 6. Provide Your Information	Caller Name Contact Phone Number Description of problem Severity of system problem determined at time of call Time available for call back Email address
Step 7. Case Number Generated	Caller will receive a Case number for tracking the service request.
Check Status	The caller may check the status of a Case at any time by calling the System Support Center at 1-800-323-9949 and following steps 2-4 above and providing the case number.
Case Assignment	The Customer Support Representative will determine a course of action and assign the Case to the appropriate group.
Standard Response Time	RESPONSE See Section III for Severity Level definitions Severity 1: 1 hour Severity 2: 3 business hours Severity 3: 6 business hours Severity 4: 2 business days
Step 8. Notification of CASE All Activity	Case Notifications are available for up to 4 persons. Notifications are sent via pager or email when any of the following events occur on a Case: Open, Assigned, Site Arrival, Deferred or Closure. To request case notifications, please contact your Support Manager.
Notification of CASE Open/Close Activity	Case Notifications are available for up to 4 persons. Notifications are sent via pager or email when any of the following events occur on a Case: Open or Closure. To request case notifications, please contact your Support Manager.

Option 2 - Submit a ticket via eCase Management from Motorola On-Line

Motorola On-Line eCase Management provides a fast, intuitive, and efficient interface for Technical Case Management that allows customers to open, update, and view the status of their cases on the web.

Setting Up a Motorola Solutions On-Line Account

To set up a Motorola Solutions On-Line account, please visit <https://businessonline.motorolasolutions.com> and follow the directions on the link for "Sign Up Now."

A User ID and Password are not required for setting up your account. After accessing the link above, indicate in the "Additional Information" field you are a **Public Safety** customer seeking access to **eCase Management**. Once you submit your request, you will receive a confirmation email indicating receipt and including additional details about the Motorola Solutions On-Line account set up. In approximately 4-5 business days an additional email will be sent which includes details about your On-Line account.

Accessing the Technical Case Management web site

Once you have set up your agency's Motorola On-Line Account, to access the site simply log onto Motorola at businessonline.motorolasolutions.com with your user ID and password, click on the **Contact Us** ➤ **Open Case**, and select **System Support Issue** from the Issue Type drop-down.

Primary Features of On-Line Technical Case Management

Motorola customers have three main functions available through Motorola On-Line to manage their cases:

- A. Open new cases**
- B. Search for existing cases and view details of the existing case**
- C. Update existing cases by adding notes**

A. Open a New Case

1. Log into Motorola Solutions On-Line
2. Click on the "Case Mgmt" ➤ Open Case

The screenshot shows the Motorola Solutions On-Line eCase Management interface. At the top right, it says "Welcome PSA Customer" and "Contact List Help Logout". The Motorola Solutions logo is on the left. Below the logo is a navigation bar with links: "Buying Center", "Resource Center", "Training", "Order Status", "My Carts", "Repair Center", "Account Status", "Settings", and "Case Mgmt". Below the navigation bar is a "Change" button and the text "MOTOROLA SYSTEM SUPPORT CENTER (1012597730) 2214 GALVIN DR, ELGIN, IL". To the right of this text are buttons for "Open Case" and "Search Cases". At the bottom left, it says "Home" and "(800) 814-0601 Contact Motorola Solutions for your customer care needs." Below this is a large "HOME" button.

3. Select the Reason Code = **System Support Issue** (and the page will automatically reload)
4. Fill in the Case Title (description of request) and choose the applicable Site (which are listed alphabetically)

Open Case

Welcome to the Open Request Screen. From here, you may open a request which will be tracked and routed to the proper Motorola Employees.

To permanently change your email address or phone number, you must go to the Motorola Membership Site

Contact Name: PSA Customer WebID

Contact Phone: 8008140601

Contact Email: PT1728@MOTOROLASOLUTIONS.COM

Reason: System Support Issue

Title:

System Support Site: Please Specify

Case Type: Please Specify

Severity: Please Specify

System: Please Specify

Description:

5. Choose case type **Technical Support**, Severity Level and **Public Safety Applications System**
6. Fill in a detailed description of your issue
7. Click "Create Case"

Open Case

Welcome to the Open Request Screen. From here, you may open a request which will be tracked and routed to the proper Motorola Employees.

To permanently change your email address or phone number, you must go to the Motorola Membership Site

Contact Name: PSA Customer WebID

Contact Phone: 8008140601

Contact Email: PT1728@MOTOROLASOLUTIONS.COM

Reason: System Support Issue

Title:

System Support Site: Please Specify

Case Type: Please Specify

Severity: Please Specify

System: Please Specify

Description:



Create Case

8. eCase Management will give immediate confirmation of case number (new case numbers are 8 digits long), Note: The confirmation screen includes "expand all" and "collapse all" buttons for case notes.

B. Search for an Existing Case

1. Log into Motorola On-Line
2. Click on the "Case Mgmt"  Search Case
3. Enter the *exact* case number or enter search criteria to find a range of tickets
4. Click "Got To" or "Search"

 **MOTOROLA SOLUTIONS**

Welcome PSA Customer | [Contact List](#) [Help](#) [Logout](#)



[Buying Center](#) [Resource Center](#) [Training](#) [Order Status](#) [My Carts](#) [Repair Center](#) [Account Status](#) [Settings](#) [Case Mgmt](#)

Change

MOTOROLA SYSTEM SUPPORT CENTER (1012597730) 2214 GALVIN DR, ELGIN, IL

Open Case

Search Cases

Home

(800) 814-0801 Contact Motorola Solutions for your customer care needs.

HOME

Go Directly to Case

Case Number:

(Please enter the exact case number.)

Enter Search Criteria

Case Number:

Title:

Type:

Condition:

☐

☒ 01 Sep 2002 

To

06 Mar 2012 

C. Update an Existing Case

1. You can also add notes after submitting your case, by clicking on the "Add Notes" button

Details for Case # 20000216 Case Number

Title: TEST

Case Condition: Open
Customer name: TEST CUSTOMER
Case Status: Not Assigned
Issue Type: System Support
Case Source: Web
Contact Name: Test Test WebD
Contact Phone: 847 725-4902
Contact Email: test@test.comtest

System Site ID: MDT1130
System Site Name: Test Site as an example
Case System: IT
Case Type: Network Management

Expand/Collapse Buttons

Expand All Collapse All

	Activity	Date/Time	Activity Summary
+	Create	12/01/2004 3:00:53 PM	** Performed by contact: Please Specify, Status = Not Assigned
+	Notes	12/01/2004 3:00:53 PM	** Performed by contact

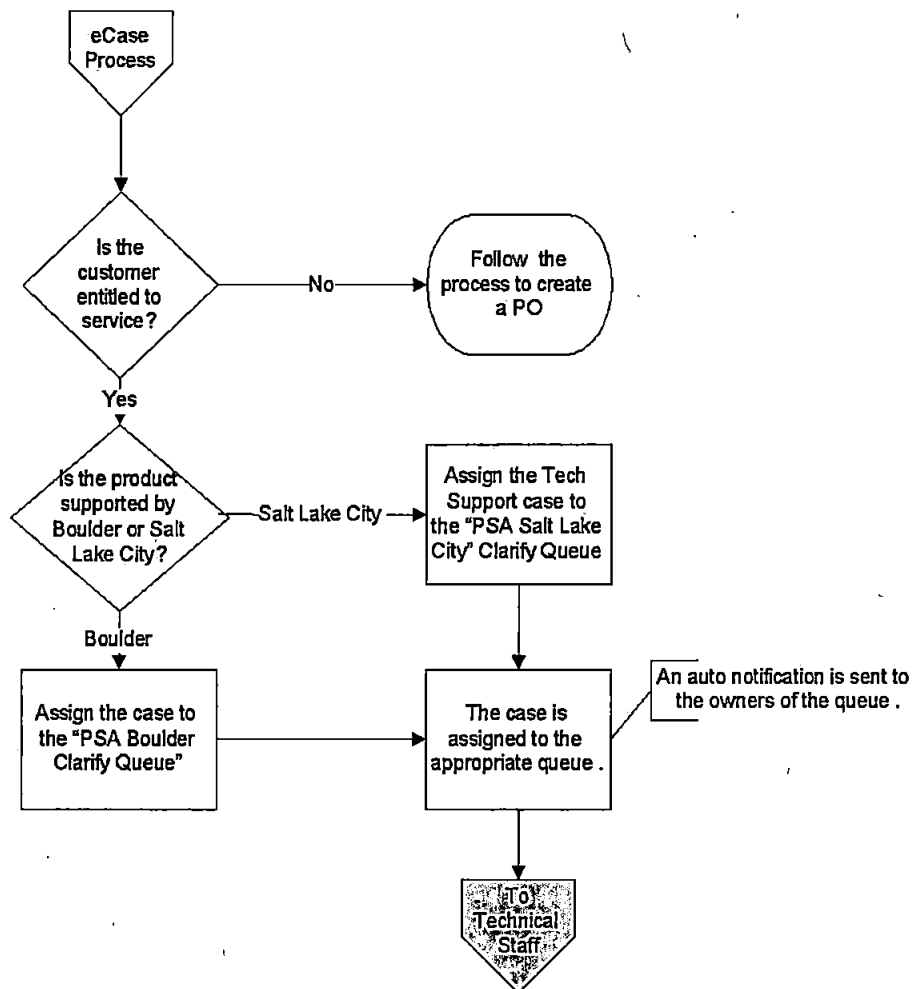
Previous Add Note Add Notes

Motorola Solutions On-Line Support

1. Motorola does not recommend using this tool for opening Severity 1 or 2 cases. For any critical issues, customers should contact the System Support Center by calling 800-323-9949 and following the appropriate prompts.
2. The same guidelines would apply to updating cases with critical information. Any critical updates should be reported directly to Support at 800-323-9949.
3. When updating case notes, please provide contact information, which includes phone number, email, etc.
4. For questions on Motorola On-Line eCase Management or Support, please contact the Motorola Online Helpdesk at 800-814-0601.

Requirements for effective usage:
Browser: Internet Explorer 5.0 or greater
Valid MOL user ID and Password

Motorola On-line Flow



Option 3 - Submit a ticket via Email Case Management

An alternative Customer Support tool is available for PSA customers. Along with the toll-free phone number and Motorola Online, customers can request technical support by email. For many customers who use their PDA as a means to open cases, email ticketing provides additional flexibility for initiating cases.

To ensure proper case management and contractual response, email ticketing is only available for severity levels three and four. In order to properly process a ticket via email, the message must be formatted exactly as described below:

1. Address your email to PSACASE@motorolasolutions.com
2. Type **PSA Service Request** and a brief description of the system issue in the Subject line of the e-mail message. This will become the case title
3. Type **Site ID** = followed by the site identification number of the system location
4. Type **Product Type**= followed by the product family type. Choose from the following list:
 - CAD (OR FRIENDS OF CAD, such as AWW, ATM, AVL and UDT)
 - CSR (CUSTOMER SERVICE REQUEST)
 - INFOTRAK, LRMS
 - JAIL MANAGEMENT (OFFENDERTRAK)
 - MOBILE APPLICATIONS (PMD, AIRMOBILE, TXMESSENGER)
 - NETRMS
5. Type **Contact First Name** = followed by your first name or the name of the person you would like support personnel to contact
6. Type **Contact Last Name** = followed by your last name or the name of the person you would like support personnel to contact.
7. Type **Phone Number** = followed by the area code and phone number where the contact person may be reached
8. Type **Severity Level** = followed by either severity level 3 or 4. All severity level one or two cases must be opened via the toll-free PSA customer support number
9. Type **Problem Description** = followed by a comprehensive description of the problem
10. Send the message to us. You will receive an email with your case number for future reference.

If an email response is not received, or if you need to open a severity level one or two case, please contact the PSA Customer Support at 1 800-323-9949 for further assistance.

SAMPLE Email Ticket Formatting:

Send	To..	PSACASE
	Cc..	
	Bcc..	
Subject:		PSA Service Request: NetRMS Reports Not Functioning
Site ID number: PSA1234 (NetRMS) (Clarify site identification number) Product type: NetRMS (Specific product such as LRMS, NetRMS, PremierMDC, etc.) Contact first name: John Contact last name: Doe Phone number: 303-123-4567 Severity level: Level 3 (Email ticketing is available for severity levels three and four only) Problem description: NetRMS does not allow for the creation of manual-case reports which is affecting the generation of daily reports (Include a comprehensive description of the problem)		

III. Severity Levels and Case Management

Motorola services and response times are based on the severity levels of the error a customer is experiencing as defined below. This method of response allows Motorola to prioritize its resources for availability on our customer's more severe service needs. Severity level response time defines the actions that will be taken by Motorola Support and Engineering teams. Due to the urgency involved in some service cases, Motorola will make every reasonable effort to provide a temporary or work around solution (On Demand). When a permanent solution is developed and certified through testing, it will be incorporated in to the applicable On Demand, Cumulative Update, Supplemental, or Standard Release.

SEVERITY LEVEL	DEFINITION	RESPONSE TIME
1	Total System Failure - occurs when the System is not functioning and there is no workaround; such as a Central Server is down or when the workflow of an entire agency is not functioning. This level is meant to represent a major issue that results in an unusable System, Subsystem, Product, or critical features. No work around or immediate solution is available.	Telephone conference within 1 Hour of initial voice notification
2	Critical Failure - Critical process failure occurs when a crucial element in the System that does not prohibit continuance of basic operations is not functioning and there is usually no suitable work-around. Note that this may not be applicable to intermittent problems. This level is meant to represent a moderate issue that limits a Customer's normal use of the System, Subsystem, Product or major non-critical features.	Telephone conference within 3 Business Hours of initial voice notification during normal business hours
3	Non-Critical Failure - Non-Critical part or component failure occurs when a System component is not functioning, but the System is still useable for its intended purpose, or there is a reasonable workaround. This level is meant to represent a minor issue that does not preclude use of the System, Subsystem, Product, or critical features.	Telephone conference within 6 Business Hours of initial notification during normal business hours
4	Inconvenience - An inconvenience occurs when System causes a minor disruption in the way tasks are performed but does not stop workflow. This level is meant to represent very minor issues, such as cosmetic issues, documentation errors, general usage questions, and product or System Update requests.	Telephone conference within 2 Standard Business Days of initial notification

*Incoming cases are automatically assigned an initial **Severity Level** of 3, unless otherwise indicated or determined at the time the case is logged. When escalation is required, Motorola adheres to strict policy dictated by the level of problem severity.*

Severity Level One Escalation

Once an issue is escalated to Engineering, the following table is used as an Engineering resolution guideline for standard product problems.

Escalation Policy- Severity Level 1		
CRITICAL	ACTION	RESPONSIBILITY
0 Hours	Initial service request is placed. Support Analyst begins working on problem and verifies / determines severity level.	Support Analyst
2 Hours	If a resolution is not identified within this timeframe, SA escalates to the Customer Support Manager who assigns additional resources. Email notification to Director of Customer Support and Director of System Integration.	Support Analyst Support Manager
4 Hours	If a resolution is not identified within this timeframe, Customer Support Manager escalates to the Director of Customer Support and Director of System Integration to assign additional resources. Email notification to Vice President of System Integration and Vice President Customer Support.	Support Manager Director of Customer Support Director of Systems Integration
8 Hours	If a resolution is not identified within this timeframe, Director of Customer Support escalates to Vice President of System Integration, Vice President of Support, and Account Team.	Support Manager Director of Customer Support Director of Systems Integration VP of System Integration VP of Customer Support
12 Hours	If a resolution is not identified within this timeframe, Director of Customer Support escalates to Vice President of System Integration, Vice President of Support, and Account Team, Senior Vice President's of Operations, System Integration, Customer Support and Engineering.	Senior Management Support Operations Systems Integration Engineering

All **Severity Level 1** problems will be transferred or dispatched immediately to the assigned Motorola technical support representative, to include notification to Motorola management 24x7. All other severity level problems logged after business hours will be dispatched the next business morning.

- 3.1 **Reporting a Problem.** Customer will assign an initial Severity Level for each error reported, either verbally or in writing, based upon the definitions listed above. Because of the urgency involved, Severity Level 1 or 2 problems must be reported verbally to the Motorola call incoming center. Motorola will notify the Customer if Motorola makes any changes in Severity Level (up or down) of any Customer-reported problem.
- 3.2 Motorola will use best efforts to provide Customer with a resolution for Severity 1 and Severity 2 issues within a reasonable time and in accordance with the assigned Severity Level when Customer allows timely access to the System and Motorola diagnostics indicate that a Residual Error is present in the Software. Should Customer report an error that Motorola cannot reproduce, Motorola may enable a detail error capture/logging process to monitor the System. If Motorola is unable to correct the reported Residual Error within a reasonable time, Motorola will escalate its procedure and assign such personnel or designee to correct such Residual Error promptly. Should Motorola, in its sole discretion, determine that such Residual Error is not present in its Release, Motorola will verify: (a) the Software operates in conformity to the System Specifications, (b) the Software is being used in a manner for which it was intended or designed, and (c) the Software is used only with approved hardware or software.
- 3.3 **Error Correction Status Report.** Motorola will provide verbal status reports on Severity Level 1 and 2 Residual Errors. Written status reports on outstanding Residual Errors will be provided to System Administrator on a monthly basis.

IV. Key Responsibilities

4.1 Motorola Responsibilities

- 4.1.1 **Support on Motorola Software.** Motorola will provide any required software fixes in the form of either a "patch" or in an On Demand, Cumulative Update, Supplemental or Standard Release.
- 4.1.2 **Motorola Response.** Motorola will provide telephone and on-site response to Central Site, defined as the Customer's primary data processing facility, and Remote Site, defined as any site outside the Central Site, as shown in the Covered Products, Support Options and Pricing Exhibit.
- 4.1.3 **Remote Installation.** At Customer's request, Motorola will provide remote installation advice or assistance for Updates.
- 4.1.4 **Software Release Compatibility.** At Customer's request, Motorola will provide:
(a) current list of compatible hardware operating system releases, if applicable; and
(b) a list of Motorola Software Cumulative Updates, Supplemental, or Standard Releases.
- 4.1.5 **Customer Notifications.** Motorola will provide access to (a) Field Changes; (b) Customer Alert Bulletins; and (c) Hardware and Firmware Updates, as released and if applicable.
- 4.1.6 **On-Site Software Correction.** Unless otherwise stated herein, all suspected Residual Errors will be investigated and corrected from Motorola facilities. Motorola will decide whether on-site correction of any Residual Error is required and will take appropriate action.
- 4.1.7 **On-site Product Technical Support Services.** Motorola will furnish labor and parts required due to normal wear to restore the Equipment to good operating condition. Customer will provide on-site hardware service or is responsible for purchasing on-going maintenance for Third Party on-site hardware support.
- 4.1.8 **Principle Period of Maintenance.** At Customer's request, Motorola will provide continuous effort to repair a reported problem beyond the PPM per the customer selected service level, provided Customer gives Motorola access to the Equipment before the end of the PPM, Motorola will extend a two (2) hour grace period beyond PPM at no charge. Following this grace period, any additional support will be invoiced on a time and material basis at Motorola then current rates for Professional Services.
- 4.1.9 **Compliance to Local, County, State and/or Federal Mandated Changes.** (Applies to Software and interfaces to those Products) Unless otherwise stated herein, compliance to local, county, state and/or federally mandated changes, including but not limited to NCIC and state interfaces are not part of the covered Services. Federal and State mandated changes for IBR and UCR are included in Motorola's standard maintenance offering.
- 4.1.10 **Anti-virus Software.** At Customer's request, Motorola will make every reasonable effort to test and verify specific anti-virus, anti-worm, or anti-hacker patches against a replication of Customer's application. Motorola will respond to any reported problem as an escalated support call.
- 4.1.11 **Account Reviews.** Upon request, Motorola will provide annual account reviews to include (a) service history of site; (b) downtime analysis; and (c) service trend analysis.
- 4.1.12 **Reports.** Service history reports and notifications are available from the Motorola call tracking system. If you are interested in obtaining access to service history

reports and ticketing notifications, inquire with your Technical Support Representative.

- 4.1.13 **Maintenance Contract Administration.** Motorola's Maintenance Contracts Business manages the maintenance agreement following the warranty term that may be included in the purchase of a Motorola system.

Approximately four months prior to the expiration of the warranty period, a Motorola Customer Support Manager will contact you to discuss the options available for your specific site. The terms of the agreement can be customized to your agency's budgetary requirements and cycle. Motorola offers various levels of support to meet an agency's requirements, for example:

- Telephone, VPN support for software fixes
- Varying hours of coverage
- Third party vendor services
- On-site services
- Users Conference
- Professional Services

4.2 Customer Responsibilities

- 4.2.1 **Initiate Service Request Cases.** Contact Motorola through authorized tools and processes outlined in the Motorola Maintenance and Support Agreement Customer Support Plan Exhibit to initiate technical support request case.

- 4.2.2 **Assess Severity Level.** Assist in assessing the correct severity level per the severity level definitions found in the Customer Support Plan Exhibit.

- 4.2.3 **Escalate Appropriately.** Contact Motorola to add information or make changes to existing technical support cases, or escalate service requests to Motorola management. Motorola Services management contact information provided in the Customer Support Plan Exhibit.

- 4.2.4 **Support on Hardware.** Customer will provide all on-site hardware service or is responsible for purchasing on-going maintenance for 3rd party on-site hardware support. Third party support on some system components may be available through Motorola Maintenance and Support Agreement. Customer will contact the appropriate vendor directly for parts and hardware service if not purchased through the Motorola Maintenance and Support Agreement.

- 4.2.5 **VPN connectivity.** Provide VPN connectivity and telephone access to Motorola personnel.

- 4.2.6 **Anti-virus software.** Run installed anti-virus software.

- 4.2.7 **Operating System ("OS") Upgrades.** Unless otherwise stated herein, Customer is responsible for any OS upgrades to the System, except HP OS upgrades. Before installing OS upgrades, Customer will contact Motorola to verify that a given OS upgrade is appropriate.

- 4.2.8 **Trouble Report Form** To better assist us in gathering details for analyzing and repairing your system errors, Motorola has created the Trouble Report Form (page 21). Completion of this form by the customer is voluntary.

The Trouble Report form helps Motorola Technical Support reduce errors by increasing the understanding of the problem description definition. It may also improve repair time by understanding the probability of repeat errors. Additionally, should escalation to Motorola Engineering team be required, information gathered on this form will aid by potentially avoiding the wait associated with error reoccurrence.

Information customers provide on the Trouble Report form will assist Motorola Support team in expediting and troubleshooting the issue. Your assistance in providing the information is appreciated. Once you complete the form, please e-mail or fax this form to the Technical Support Representative assigned to work on the issue reported.

Trouble Report Form

Agency Name:		Motorola Case Number:	
Contact Name:		E-mail Address:	
Contact Phone:		Contact Fax:	
Severity Level:		CAD Correction#:	
Subject:			
Product/Version:			
Problem Description:	Please ensure that the description provided is as detailed as possible. Including accurate details, helps Motorola to resolve the issue promptly and successfully. Please be sensitive to the use of verbiage that is specific to your agency or area of the country. Full understanding of the facts on a reported issue increases Motorola probability of locating a root cause and achieving a timely resolution.		
Steps to Duplicate:	Motorola understands that duplication is not always easy. However, if you are able to duplicate the issue, providing us with the detailed keystrokes will greatly improve our ability to correct the issue in question. When unable to duplicate the issue on demand, providing us with detailed steps that preceded the issue reported will greatly help.		
Step One:			
Step Two:			
Step Three:			
Step Four:			
Step Five:			
Step Six:			
Step Seven:			
Additional Steps:			
Expected Results:			
Actual Results:			
Configuration Checked:			

V. Customer Call Flow
To Be Provided By Customer

VI. Contact Information

Motorola Contacts

CONTACT	PHONE NUMBER
Motorola Solutions System Support Center	(800) 393-9949
Linda Hudson Senior Manager, Technical Support Linda.Hudson@motorolasolutions.com	(303) 527-4017 - office
Phillip Askey Tier 2 - Technical Support Manager P.Askey@motorolasolutions.com	(720) 565-4764 - office
Jeff Dolph Tier 1 - Technical Support Manager JeffDolph@motorolasolutions.com	(303) 527-4038 - office (303) 319-8935 - mobile
Wayne Parent Technical Support Lead – Records Applications Wayne.Parent@motorolasolutions.com	(801) 234-9971 - mobile
Shelley Rhoads Senior Manager, Services Business Operations srhoads@motorolasolutions.com	(951) 934-3285 - office
CSM Title E-mail Address	Phone# - office

Customer Contacts (to be provided by Customer)

<u>Customer Agency Name:</u> Address: City, State and Zip:
<u>Billing Contact Name:</u> Phone No: Email:
<u>Backup System Administrator Name:</u> Phone No: Email:
<u>Service Escalations Contact Name:</u> Title: Phone No: Email:

Exhibit C
LABOR RATES

MAINTENANCE AND SUPPORT AGREEMENT

TERM: 10 Years

CUSTOMER: St. Johns County, FL

The following are Motorola's current labor rates, subject to an annual change.

The following rates apply to Customers with a current, active Maintenance and Support Agreement. Billable rates apply to services provided outside of the scope of the Maintenance and Support Agreement and outside the selected Service Level PPM:

SERVICE HOURS	LABOR RATES
8 a.m.-5 p.m. M-F (local time)	\$223 per hour, 2 hours minimum
After 5 p.m., Saturday, Sunday, Motorola Holidays	\$334 per hour, 2 hours minimum

The following rates apply to Customers without a current, active Maintenance and Support Agreement and apply to services available on a Time and Material basis:

SERVICE HOURS	LABOR RATES
8 a.m.-5 p.m. M-F (local time)	\$446 per hour, 2 hours minimum
After 5 p.m., Saturday, Sunday, Motorola Holidays	\$668 per hour, 2 hours minimum

Above rates reflect labor rate only. Additional fees for on-site travel expenses, third party expenses and /or materials will be quoted at the time of customer request for services.

EXHIBIT D

Microsoft End-User License Agreement(s)

MICROSOFT SOFTWARE LICENSE TERMS**MICROSOFT SQL SERVER 2017 IoT ENTERPRISE CORE**

These license terms are an agreement between you and:

- the server manufacturer that distributes the software with the server; or
- the software installer that distributes the software with the server.

Please read them. They apply to the software included on the server, which includes the media on which you received the software, if any.

The terms also apply to any Microsoft

- updates,
- supplements,
- Internet-based services, and
- support services

for this software, unless other terms accompany those items. If so, those terms apply. If you obtain updates or supplements directly from Microsoft, Microsoft, and not the manufacturer or installer, licenses those to you. Printed paper license terms, which may come with the software, take place of any on-screen license terms.

BY USING THE SOFTWARE, YOU ACCEPT THESE TERMS. IF YOU DO NOT ACCEPT THEM, DO NOT USE THE SOFTWARE. INSTEAD, CONTACT THE MANUFACTURER OR INSTALLER TO DETERMINE ITS REFUND POLICY FOR A REFUND OR CREDIT.

IMPORTANT NOTICE: AUTOMATIC UPDATES TO PREVIOUS VERSIONS OF SQL SERVER. If this software is installed on servers or devices running any supported editions of SQL Server prior to SQL Server 2017 (or components of any of them) this software will automatically update and replace certain files or features within those editions with files from this software. This feature cannot be switched off. Removal of these files may cause errors in the software and the original files may not be recoverable. By installing this software on a server or device that is running such editions you consent to these updates in all such editions and copies of SQL Server (including components of any of them) running on that server or device.

The software enables Microsoft to collect telemetry by default. You may turn off telemetry at the Server and client levels by following the instructions at <http://go.microsoft.com/fwlink/?LinkID=733886>. There are separate controls to turn off telemetry at the Server level and the client level. If you turn off telemetry at the Server level only, Microsoft will collect telemetry through the client level unless you also turn off telemetry at the client level.

IF YOU COMPLY WITH THESE LICENSE TERMS, YOU HAVE THE RIGHTS BELOW FOR EACH SERVER YOU PROPERLY LICENSE.

1. OVERVIEW.**1.1 Software.** The software includes

- server software, and
- additional software that may only be used with the server software directly, or indirectly through other additional software.

1.2 License Model. The software is licensed based on the number of physical and/or virtual

cores in the server.

1.3 Licensing Terminology.

- **Instance.** You create an "instance" of the software by executing the software's setup or install procedure. You also create an instance of the software by duplicating an existing instance. References to the "software" in this agreement include "instances" of the software.
- **Run an Instance.** You "run an instance" of the software by loading it into memory and executing one or more of its instructions. Once running, an instance is considered to be running (whether or not its instructions continue to execute) until it is removed from memory.
- **Operating System Environment ("OSE").** An "operating system environment" or "OSE" is
 - (i) all or part of an operating system instance, or all or part of a virtual (or otherwise emulated) operating system instance which enables separate machine identity (primary computer name or similar unique identifier) or separate administrative rights; and
 - (ii) instances of applications, if any, configured to run on the operating system instance or part identified above.

A physical hardware system can have either or both of the following:

- (i) one physical operating system environment;
- (ii) one or more virtual operating system environments.

A physical operating system environment is configured to run directly on a physical hardware system. The operating system instance used to run hardware virtualization software or to provide hardware virtualization services (e.g. Microsoft virtualization technology or similar technologies) is considered part of the physical operating system environment.

A virtual operating system environment is configured to run on a virtual (or otherwise emulated) hardware system.

- **Server.** A server is a physical hardware system capable of running server software. A hardware partition or blade is considered to be a separate physical hardware system.
- **Physical Core.** A physical core is a core in a physical processor. A physical processor consists of one or more physical cores.
- **Hardware Thread.** A hardware thread is either a physical core or a hyper-thread in a physical processor.
- **Virtual Core.** A virtual core is the unit of processing power in a virtual (or otherwise emulated) hardware system. A virtual core is the virtual representation of one or more hardware threads. Virtual OSEs use one or more virtual cores.
- **Assigning a License.** To assign a license is to designate that license to a server.

2. USE RIGHTS.

- ### 2.1 Licensing a Server.
- The manufacturer or installer has determined a certain number of server software licenses and assigned those licenses to the server with which the software was distributed. Before you run instances of the server software on the server, you must determine the number of software licenses required based on the options described below. You must ensure that you received the appropriate number of licenses with the server. Certificate of Authenticity label(s) may be found affixed to the server and/or in the manufacturer's or installer's software packaging. You may need to acquire additional server

software licenses to run your instances of the server software. Any additional licenses you acquire from the manufacturer or installer will be subject to these license terms. Licenses you acquire from other sources will be subject to the terms that accompany them.

2.2 Determining the Number of Licenses Required. You have two license options:

- (a) Physical Cores on a Server.** You may license based on all of the physical cores on the server. If you choose this option, the number of licenses required equals the number of physical cores on the server subject to a minimum of four licenses per processor.
- (b) Individual Virtual OSE.** You may license based on the virtual OSEs within the server in which you run the server software. If you choose this option, for each virtual OSE in which you run the server software, you need a number of licenses equal to the number of virtual cores in the virtual OSE, subject to a minimum requirement of four licenses per virtual OSE. In addition, if any of these virtual cores is at any time mapped to more than one hardware thread, you need a license for each additional hardware thread mapped to that virtual core. Those licenses count toward the minimum requirement of four licenses per virtual OSE.

2.3 Assignment of the Required Number of Licenses to the Server.

- (a)** The software license is permanently assigned to the server with which you acquired the software. That server is considered the "licensed server" for such license. You may not assign a license to more than one server. A hardware partition or blade is considered a separate server.
- (b)** You must ensure that you received the appropriate number of licenses with the server. Certificate of Authenticity label(s) may be found affixed to the server and/or in the manufacturer's or installer's software packaging. You may need to acquire additional server software licenses to run your instances of the server software. Any additional licenses you acquire from the manufacturer or installer will be subject to these license terms. Licenses you acquire from other sources will be subject to the terms that accompany them.

2.4 Running Instances of the Server Software. Your right to run instances of the server software depends on the option chosen to determine the number of software licenses required:

- (a) Physical Cores on a Server.** For each server that is assigned licenses as provided in Section 2.2(a), you may run on the licensed server any number of instances of the server software in a number of physical and/or virtual OSEs equal to the number of licenses assigned to that server. Thereafter, for each additional license that you assign to the licensed server under section 2.2(a), you may run instances of the server software in an additional OSE on that licensed server.
- (b) Individual Virtual OSE.** For each virtual OSE that is assigned licenses as provided in section 2.2(b), you have the right to run any number of instances of the server software in that virtual OSE.

2.5 Alternative Versions and Editions. In place of any permitted instance, you may create, store and use an instance of any earlier version or lower edition.

This agreement applies to your use of these other versions or editions in this manner. If the earlier version or edition includes components not covered in this agreement, the terms that are associated with those components in the earlier version or edition apply to your use of them. Neither the manufacturer or installer, nor Microsoft is obligated to supply any prior or different versions or editions of the software to you.

The software may include more than one version, such as 32-bit and 64-bit. For each instance of the software that you are permitted to create, store and run, you may use either version.

2.6 Running Instances of the Additional Software. You may run or otherwise use any

number of instances of the additional software listed below in physical or virtual operating system environments on any number of devices. You may use the additional software only with the server software directly, or indirectly through other additional software.

- Client Tools Connectivity
- Documentation Components

2.7 Creating and Storing Instances on Your Servers or Storage Media. You have the additional rights listed below for each software license you acquire.

- (a) You may create any number of instances of the server software and additional software.
- (b) You may store instances of the server software and additional software on any of your servers or storage media.
- (c) You may create and store instances of the server software and additional software solely to exercise your right to run instances of the server software under any of your software licenses as described (e.g., you may not distribute instances to third parties).

3. ADDITIONAL LICENSING REQUIREMENTS AND/OR USE RIGHTS.

3.1 Specific Use. The manufacturer or installer designed this server for a specific use. You may only use the software for that use

You may only use the software with the integrated software application or suite of applications installed by the manufacturer or installer on the system ("Integrated Application").

You may not use the software to support additional software programs or functions, other than utilities or similar software used solely for administration, performance enhancement, and preventative maintenance for this server.

3.2 Maximum Instances. The software or your hardware may limit the number of instances of the server software that can run in physical or virtual OSEs on the server.

3.3 Multiplexing. Hardware or software you use to

- pool connections,
- reroute information, or
- reduce the number of devices or users that directly access or use the software (sometimes referred to as "multiplexing" or "pooling"),

does not reduce the number of licenses of any type that you need.

3.4 No Separation of Server Software. You may not separate the server software for use in more than one OSE under a single license, unless expressly permitted. This applies even if the OSEs are on the same physical hardware system.

3.5 SQL Server Reporting Services Map Report Item. Reporting Services Map Item may use Bing Maps. You may only use the content provided through Bing Maps, including geocodes, within Reporting Services Map Item. Your use of Bing Maps is also governed by the Bing Maps End User Terms of Use available at <http://go.microsoft.com/?linkid=9710837> and the Bing Maps Privacy Statement available at <http://go.microsoft.com/fwlink/?LinkID=248686>.

3.6 Included Microsoft Programs. The software includes other Microsoft programs listed at <http://go.microsoft.com/fwlink/?LinkID=298186>. Microsoft is making these programs available to you as a convenience only, and these programs are licensed and supported under their own separate terms and policies. You may only use these programs in conjunction with the software licensed here. If you do not agree to the license terms for these programs, you may not use them.

3.7 Runtime-Restricted Use Software. The software is "Runtime Restricted Use" software.

You may only use the software to run the Integrated Application. You may not use the software to develop new applications, databases, or tables. You also may not use the software with existing applications, databases, or tables, other than those in the Integrated Application. You may, to configure or extend the Integrated Application, use a tool to run queries or reports from existing tables, or use a development environment or workbench that is part of the Integrated Application.

- 4. THIRD PARTY NOTICES.** The software may include third party components with separate legal notices or governed by other agreements, as may be described in the ThirdPartyNotices file accompanying the software. Even if such components are governed by other agreements, the disclaimers and the limitations on and exclusions of damages below also apply.
- 5. PRODUCT KEYS.** The software requires a key to install or access it. You are responsible for use of the keys assigned to you. You may not share the keys with third parties. You may not use keys assigned to third parties.
- 6. INTERNET-BASED SERVICES.** Microsoft provides Internet-based services with the software. It may change or cancel them at any time.
- 7. BENCHMARK TESTING.** You must obtain Microsoft's prior written approval to disclose to a third party the results of any benchmark test of the software.
- 8. .NET FRAMEWORK SOFTWARE.** The software contains Microsoft .NET Framework software. This software is part of Windows. The license terms for Windows apply to your use of the .NET Framework software.
- 9. SCOPE OF LICENSE.** The software is licensed, not sold. Unless applicable law gives you more rights, Microsoft reserves all other rights not expressly granted under this agreement, whether by implication, estoppel or otherwise. You may use the software only as expressly permitted in this agreement. In doing so, you must comply with any technical limitations in the software that only allow you to use it in certain ways. You may not
 - work around any technical limitations in the software;
 - reverse engineer, decompile or disassemble the software, or otherwise attempt to derive the source code for the software except, and only to the extent: (i) permitted by applicable law, despite this limitation or (ii) required to debug changes to any libraries licensed under the GNU Lesser Public License that are included with and linked to by the software; make more copies of the software than specified in this agreement or allowed by applicable law, despite this limitation;
 - publish the software, including any application programming interfaces included in the software, for others to copy;
 - share or otherwise distribute documents, text or images created using the software Data Mapping Services features;
 - rent, lease or lend the software; or
 - use the software for commercial software hosting services.

You also may not remove, minimize, block or modify any logos, trademarks, copyright, digital watermarks, or other notices of Microsoft or its suppliers that are included in the software, including any content made available to you through the software.

Rights to access the software on any device do not give you any right to implement Microsoft patents or other Microsoft intellectual property in software or devices that access that device.

- 10. CANADA.** You may stop receiving updates by turning off the automatic update feature or by

turning off Internet access. Refer to the product documentation to learn how to turn off updates for your specific device or software.

11. BACKUP COPY, SECONDARY BOOT COPY, AND RECOVERY COPY.

11.1 Back up Copy. You may make one backup copy of the software media. You may use it only to create instances of the software.

11.2 Recovery Copy. You may use recovery copy solely to repair or reinstall the server software on the server.

12. DOCUMENTATION. Any person that has valid access to your computer or internal network may copy and use the documentation for your internal, reference purposes.

13. RESTRICTED USE. The Microsoft software was designed for systems that do not require fault-tolerant performance. You may not use the Microsoft software in any device or system in which a failure or fault of any kind of the software could reasonably be seen to lead to death or serious bodily injury of any person, or to severe physical or environmental damage.

14. LEASED HARDWARE. If you lease the server from the manufacturer or installer, the following additional terms shall apply

- (a) you may not transfer the software to another user as part of the transfer of the server, whether or not a permanent transfer of the software with the server is otherwise allowed in these license terms;
- (b) your rights to any software upgrades shall be determined by the lease you signed for the server; and
- (c) you may not use the software after your lease terminates, unless you purchase the server from the manufacturer or installer.

15. GENUINE PROOF OF LICENSE. If you acquired the software on the server, a disc, or other media, a genuine Certificate of Authenticity label with a genuine copy of the software identifies the licensed software. To be valid, this label must be affixed to the server or appear on the manufacturer's or installer's software packaging. Certificate of Authenticity labels for additional licenses will be affixed to packaging by the manufacturer or installer. If you receive the label in any other manner, it is invalid. You should keep the label on the server or retain any labels on the packaging to prove that you are licensed to use the software. To identify genuine Microsoft software, see www.howtotell.com.

16. TRANSFER TO A THIRD PARTY. You may transfer the software only with the licensed server, all Certificate of Authenticity label(s), any additional licenses included with the server, and this agreement directly to a third party. Before any permitted transfer, the other party must agree that this agreement applies to the transfer and use of the software. You may not retain any instances of the software unless you also retain another license for the software. The provisions of this section do not apply if you acquired the software as a consumer in Germany or in any of the countries listed on this site (aka.ms/transfer), in which case any transfer of the software to a third party, and the right to use it, must comply with applicable law.

17. EXPORT RESTRICTIONS. The software is subject to United States export laws and regulations. You must comply with all domestic and international export laws and regulations that apply to the software. These laws include restrictions on destinations, end users and end use. For additional information, see www.microsoft.com/exporting.

18. SUPPORT SERVICES. Contact the manufacturer or installer for support options. Refer to the support number provided with the software. For updates and supplements obtained directly from Microsoft, Microsoft provides support as described at www.support.microsoft.com/common/international.aspx.

19. ENTIRE AGREEMENT. This agreement (including the warranty below), and the terms for supplements, updates, Internet-based services and support services that you use, are the entire

agreement for the software and support services.

20. APPLICABLE LAW.

20.1 United States. If you acquired the software in the United States, Washington state law governs the interpretation of this agreement and applies to claims for breach of it, regardless of conflict of laws principles. The laws of the state where you live govern all other claims, including claims under state consumer protection laws, unfair competition laws, and in tort.

20.2 Outside the United States. If you acquired the software in any other country, the laws of that country apply.

21. LEGAL EFFECT. This agreement describes certain legal rights. You may have other rights under the laws of your state or country. You may also have rights with respect to the party from whom you acquired the software. This agreement does not change your rights under the laws of your state or country if the laws of your state or country do not permit it to do so.

22. NO WARRANTIES FOR THE SOFTWARE. The software is provided "as is". You bear all risks of using it. Microsoft gives no express warranties, guarantees, or conditions. Any warranties you receive regarding the device or the software do not originate from, and are not binding on, Microsoft, or its affiliates. When allowed by your local laws, the manufacturer or installer and Microsoft exclude implied warranties of merchantability, fitness for a particular purpose and non-infringement.

23. LIMITATION ON AND EXCLUSION OF DAMAGES. EXCEPT FOR ANY REFUND THE MANUFACTURER OR INSTALLER MAY PROVIDE, YOU CANNOT RECOVER ANY DAMAGES, INCLUDING CONSEQUENTIAL, LOST PROFITS, SPECIAL, INDIRECT OR INCIDENTAL DAMAGES.

This limitation applies to

- anything related to the software, services, content (including code) on third party Internet sites, or third party programs, and
- claims for breach of contract, breach of warranty, guarantee or condition, strict liability, negligence, or other tort to the extent permitted by applicable law.

It also applies even if

- repair, replacement or a refund for the software does not fully compensate you for any losses, or
- the manufacturer or installer, or Microsoft knew or should have known about the possibility of the damages.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. They also may not apply to you because your country may not allow the exclusion or limitation of incidental, consequential or other damages.

24. FOR AUSTRALIA ONLY. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being replaced. Refurbished parts may be used to repair the goods.

For further information regarding this warranty and to claim expenses in relation to the warranty (if applicable), please contact the manufacturer or installer; see the contact information provided in the system packaging.

MICROSOFT SOFTWARE LICENSE TERMS**MICROSOFT SQL SERVER 2017 IoT STANDARD**

These license terms are an agreement between you and:

- the server manufacturer that distributes the software with the server; or
- the software installer that distributes the software with the server.

Please read them. They apply to the software included on the server, which includes the media on which you received the software, if any.

The terms also apply to any Microsoft

- updates,
- supplements,
- Internet-based services, and
- support services

for this software, unless other terms accompany those items. If so, those terms apply. If you obtain updates or supplements directly from Microsoft, Microsoft, and not the manufacturer or installer, licenses those to you. Printed paper license terms, which may come with the software, take place of any on-screen license terms.

BY USING THE SOFTWARE, YOU ACCEPT THESE TERMS. IF YOU DO NOT ACCEPT THEM, DO NOT USE THE SOFTWARE. INSTEAD, CONTACT THE MANUFACTURER OR INSTALLER TO DETERMINE ITS REFUND POLICY FOR A REFUND OR CREDIT.

IMPORTANT NOTICE: AUTOMATIC UPDATES TO PREVIOUS VERSIONS OF SQL SERVER. If this software is installed on servers or devices running any supported editions of SQL Server prior to SQL Server 2017 (or components of any of them) this software will automatically update and replace certain files or features within those editions with files from this software. This feature cannot be switched off. Removal of these files may cause errors in the software and the original files may not be recoverable. By installing this software on a server or device that is running such editions you consent to these updates in all such editions and copies of SQL Server (including components of any of them) running on that server or device.

The software enables Microsoft to collect telemetry by default. You may turn off telemetry at the Server and client levels by following the instructions at <http://go.microsoft.com/fwlink/?LinkID=733886>. There are separate controls to turn off telemetry at the Server level and the client level. If you turn off telemetry at the Server level only, Microsoft will collect telemetry through the client level unless you also turn off telemetry at the client level.

IF YOU COMPLY WITH THESE LICENSE TERMS, YOU HAVE THE RIGHTS BELOW FOR EACH SERVER YOU PROPERLY LICENSE.

1. OVERVIEW.**1.1 Software.** The software includes

- server software, and
- additional software that may only be used with the server software directly, or indirectly through other additional software.

1.2 License Model. The software is licensed based on either the:

(a) Core License Model – the number of physical and/or virtual cores in the server; or

- (b) **Server + Client** – the number of operating system environments (OSEs) in which the server software is run, and the number of devices and users that access instances of the server software.

1.3 Licensing Terminology.

- **Instance.** You create an “instance” of the software by executing the software’s setup or install procedure. You also create an instance of the software by duplicating an existing instance. References to the “software” in this agreement include “instances” of the software.
- **Run an Instance.** You “run an instance” of the software by loading it into memory and executing one or more of its instructions. Once running, an instance is considered to be running (whether or not its instructions continue to execute) until it is removed from memory.
- **Operating System Environment (“OSE”).**

An “operating system environment” or “OSE” is

- (i) all or part of an operating system instance, or all or part of a virtual (or otherwise emulated) operating system instance which enables separate machine identity (primary computer name or similar unique identifier) or separate administrative rights; and
- (ii) instances of applications, if any, configured to run on the operating system instance or parts identified above.

A physical hardware system can have either or both of the following:

- (i) one physical operating system environment;
- (ii) one or more virtual operating system environments.

A physical operating system environment is configured to run directly on a physical hardware system. The operating system instance used to run hardware virtualization software or to provide hardware virtualization services (e.g. Microsoft virtualization technology or similar technologies) is considered part of the physical operating system environment.

A virtual operating system environment is configured to run on a virtual (or otherwise emulated) hardware system.

- **Server.** A server is a physical hardware system capable of running server software. A hardware partition or blade is considered to be a separate physical hardware system.
- **Physical Core.** A physical core is a core in a physical processor. A physical processor consists of one or more physical cores.
- **Hardware Thread.** A hardware thread is either a physical core or a hyper-thread in a physical processor.
- **Virtual Core.** A virtual core is the unit of processing power in a virtual (or otherwise emulated) hardware system. A virtual core is the virtual representation of one or more hardware threads. Virtual OSEs use one or more virtual cores.
- **Assigning a License.** To assign a license is to designate that license to a server, device or user as indicated below.

2. USE RIGHTS FOR CORE LICENSE MODEL.

- 2.1 **Licensing a Server.** The manufacturer or installer has determined a certain number of server software licenses and assigned those licenses to the server with which the software was distributed. Before you run instances of the server software on a server, you must determine the number of software licenses required based on the options described below.

You must ensure that you received the appropriate number of licenses with the server. Certificate of Authenticity label(s) may be found affixed to the server and/or in the manufacturer's or installer's software packaging. You may need to acquire additional server software licenses to run your instances of the server software. Any additional licenses you acquire from the manufacturer or installer will be subject to these license terms. Licenses you acquire from other sources will be subject to the terms that accompany them.

2.2 Determining the Number of Licenses Required. You have two license options:

- (a) Physical Cores on a Server.** You may license based on all of the physical cores on the server. If you choose this option, the number of licenses required equals the number of physical cores on the server subject to a minimum of four licenses per processor.
- (b) Individual Virtual OSE.** You may license based on the virtual OSEs within the server in which you run the server software. If you choose this option, for each virtual OSE in which you run the server software, you need a number of licenses equal to the number of virtual cores in the virtual OSE, subject to a minimum requirement of four licenses per virtual OSE. In addition, if any of these virtual cores is at any time mapped to more than one hardware thread, you need a license for each additional hardware thread mapped to that virtual core. Those licenses count toward the minimum requirement of four licenses per virtual OSE.

2.3 Assignment of the Required Number of Licenses to the Server.

- (a)** The software licenses are permanently assigned to the server with which you acquired the software. That server is considered the "licensed server" for such license. You may not assign a license to more than one server. A hardware partition or blade is considered a separate server.
- (b)** You must ensure that you received the appropriate number of licenses with the server. Certificate of Authenticity label(s) may be found affixed to the server and/or in the manufacturer's or installer's software packaging. You may need to acquire additional server software licenses to run your instances of the server software. Any additional licenses you acquire from the manufacturer or installer will be subject to these license terms. Licenses you acquire from other sources will be subject to the terms that accompany them.

2.4 Running Instances of the Server Software. Your right to run instances of the server software depends on the option chosen to determine the number of software licenses required:

- (a) Physical Cores on a Server.** For each server that is assigned licenses as provided in Section 2.2(a), you may run on the licensed server any number of instances of the server software in the physical OSE.
- (b) Individual Virtual OSEs.** For each virtual OSE that is assigned licenses as provided in section 2.2(b), you have the right to run any number of instances of the software in that virtual OSE.

2.5 No Client Access Licenses (CALs) Required for Access. Under this core license model, you do not need CALs for users or devices to access your instances of the server software.

3. USE RIGHTS FOR SERVER + CLIENT ACCESS LICENSE MODEL

3.1 Assignment of the License to the Server.

- (a)** The software license is permanently assigned to the server with which you acquired the software. That server is considered the "licensed server" for such license. You may not assign the same license to more than one server, but you may assign other software licenses to the same server. A hardware partition or blade is considered to be a separate server.

- (b) You must ensure that you received the appropriate number of licenses with the server. Certificate of Authenticity label(s) may be found affixed to the server and/or in the manufacturer's or installer's software packaging. You may need to acquire additional server software licenses to run your instances of the server software. Any additional licenses you acquire from the manufacturer or installer will be subject to these license terms. Licenses you acquire from other sources will be subject to the terms that accompany them.

3.2 Creating and Storing Instances on Your Servers or Storage Media. You have the additional rights listed below for each software license you acquire.

- (a) You may create any number of instances of the server software and additional software.
- (b) You may store instances of the server software and additional software on any of your servers or storage media.
- (c) You may create and store instances of the server software and additional software solely to exercise your right to run instances of the server software under any of your software licenses as described (e.g., you may not distribute instances to third parties).

3.3 Client Access Licenses (CALs).

- (a) **Initial Assignment of CALs.** You must acquire and assign a SQL Server 2017 CAL to each device or user that accesses your instances of the server software directly or indirectly. A hardware partition or blade is considered to be a separate device.
- You do not need CALs for any of your servers licensed to run instances of the server software.
 - You do not need CALs for up to two devices or users to access your instances of the server software only to administer those instances.
 - Your CALs permit access to your instances of earlier versions, but not later versions, of the server software. If you are accessing instances of an earlier version, you may also use CALs corresponding to that version.
- (b) **Types of CALs.** There are two types of CALs: one for devices and one for users. Each device CAL permits one device, used by any user, to access instances of the server software on your licensed servers. Each user CAL permits one user, using any device, to access instances of the server software on your licensed servers. You may use a combination of device and user CALs.
- (c) **Reassignment of CALs.** You may
- permanently reassign your device CAL from one device to another, or your user CAL from one user to another; or
 - temporarily reassign your device CAL to a loaner device while the first device is out of service, or your user CAL to a temporary worker while the user is absent.

4. ADDITIONAL LICENSING REQUIREMENTS AND/OR USE RIGHTS.

4.1 Specific Use. The manufacturer or installer designed this server for a specific use. You may only use the software for that use.

You may only use the software with the integrated software application or suite of applications installed by the manufacturer or installer on the system ("Integrated Application").

You may not use the software to support additional software programs or functions, other than utilities or similar software used solely for administration, performance enhancement, and preventative maintenance for this server.

4.2 Alternative Versions and Editions. In place of any permitted instance, you may create,

store and use an instance of any earlier version or lower edition.

This agreement applies to your use of these other versions or editions in this manner. If the earlier version or edition includes components not covered in this agreement, the terms that are associated with those components in the earlier version or edition apply to your use of them. Neither the manufacturer or installer, nor Microsoft is obligated to supply any prior or different versions or editions of the software to you.

The software may include more than one version, such as 32-bit and 64-bit. For each instance of the software that you are permitted to create, store and run, you may use either version.

4.3 Maximum Instances. The software or your hardware may limit the number of instances of the server software that can run in physical or virtual OSEs on the server.

4.4 Running Instances of the Additional Software. You may run or otherwise use any number of instances of the additional software listed below in physical or virtual OSEs on any number of devices. You may use the additional software only with the server software directly, or indirectly through other additional software.

- Client Tools Connectivity
- Documentation Components

4.5 Creating and Storing Instances on Your Servers or Storage Media. You have the additional rights listed below for each software license you acquire.

(a) You may create any number of instances of the server software and additional software.

(b) You may store instances of the server software and additional software on any of your servers or storage media.

(c) You may create and store instances of the server software and additional software solely to exercise your right to run instances of the server software under any of your software licenses as described (e.g., you may not distribute instances to third parties).

4.6 Multiplexing. Hardware or software you use to

- pool connections,
- reroute information, or
- reduce the number of devices or users that directly access or use the software (sometimes referred to as "multiplexing" or "pooling"),

does not reduce the number of licenses of any type that you need.

4.7 No Separation of Server Software. You may not separate the server software for use in more than one OSE under a single license, unless expressly permitted. This applies even if the OSEs are on the same physical hardware system.

4.8 SQL Server Reporting Services Map Report Item. Reporting Services Map Item may use Bing Maps. You may only use the content provided through Bing Maps, including geocodes, within Reporting Services Map Item. Your use of Bing Maps is also governed by the Bing Maps End User Terms of Use available at <http://go.microsoft.com/?linkid=9710837> and the Bing Maps Privacy Statement available at <http://go.microsoft.com/fwlink/?LinkID=248686>.

4.9 Included Microsoft Programs. The software includes other Microsoft programs listed at <http://go.microsoft.com/fwlink/?LinkID=298186>. Microsoft is making these programs available to you as a convenience only, and these programs are licensed and supported under their own separate terms and policies. You may only use these programs in conjunction with the software licensed here. If you do not agree to the license terms for these programs, you may not use them.

- 4.10 Runtime-Restricted Use Software.** The software is "Runtime Restricted Use" software. You may only use the software to run the Integrated Application. You may not use the software to develop new applications, databases, or tables. You also may not use the software with existing applications, databases, or tables, other than those in the Integrated Application. You may, to configure or extend the Integrated Application, use a tool to run queries or reports from existing tables, or use a development environment or workbench that is part of the Integrated Application.
- 5. THIRD PARTY NOTICES.** The software may include third party components with separate legal notices or governed by other agreements, as may be described in the ThirdPartyNotices file accompanying the software. Even if such components are governed by other agreements, the disclaimers and the limitations on and exclusions of damages below also apply.
- 6. PRODUCT KEYS.** The software requires a key to install or access it. You are responsible for use of the keys assigned to you. You may not share the keys with third parties. You may not use keys assigned to third parties.
- 7. INTERNET-BASED SERVICES.** Microsoft provides Internet-based services with the software. It may change or cancel them at any time.
- 8. BENCHMARK TESTING.** You must obtain Microsoft's prior written approval to disclose to a third party the results of any benchmark test of the software.
- 9. .NET FRAMEWORK SOFTWARE.** The software contains Microsoft .NET Framework software. This software is part of Windows. The license terms for Windows apply to your use of the .NET Framework software.
- 10. CANADA.** You may stop receiving updates by turning off the automatic update feature or by turning off Internet access. Refer to the product documentation to learn how to turn off updates for your specific device or software.
- 11. SCOPE OF LICENSE.** The software is licensed, not sold. Unless applicable law gives you more rights, Microsoft reserves all other rights not expressly granted under this agreement, whether by implication, estoppel or otherwise. You may use the software only as expressly permitted in this agreement. In doing so, you must comply with any technical limitations in the software that only allow you to use it in certain ways. You may not
- work around any technical limitations in the software;
 - reverse engineer, decompile or disassemble the software, or otherwise attempt to derive the source code for the software except, and only to the extent: (i) permitted by applicable law, despite this limitation or (ii) required to debug changes to any libraries licensed under the GNU Lesser Public License that are included with and linked to by the software; make more copies of the software than specified in this agreement or allowed by applicable law, despite this limitation;
 - publish the software, including any application programming interfaces included in the software, for others to copy;
 - share or otherwise distribute documents, text or images created using the software Data Mapping Services features;
 - rent, lease or lend the software; or
 - use the software for commercial software hosting services.

You also may not remove, minimize, block or modify any logos, trademarks, copyright, digital watermarks, or other notices of Microsoft or its suppliers that are included in the software, including any content made available to you through the software.

Rights to access the software on any device do not give you any right to implement Microsoft patents

or other Microsoft intellectual property in software or devices that access that device.

12. BACKUP COPY, SECONDARY BOOT COPY, AND RECOVERY COPY.

12.1 Back Up Copy. You may make one backup copy of the software media. You may use it only to create instances of the software.

12.2 Recovery Copy. You may use recovery a copy solely to repair or reinstall the server software on the server

13. DOCUMENTATION. Any person that has valid access to your computer or internal network may copy and use the documentation for your internal, reference purposes.

14. RESTRICTED USE. The Microsoft software was designed for systems that do not require fault-tolerant performance. You may not use the Microsoft software in any device or system in which a failure or fault of any kind of the software could reasonably be seen to lead to death or serious bodily injury of any person, or to severe physical or environmental damage.

15. LEASED HARDWARE. If you lease the server from the manufacturer or installer, the following additional terms shall apply:

(a) you may not transfer the software to another user as part of the transfer of the server, whether or not a permanent transfer of the software with the server is otherwise allowed in these license terms;

(b) your rights to any software upgrades shall be determined by the lease you signed for the server; and

(c) you may not use the software after your lease terminates, unless you purchase the server from the manufacturer or installer.

16. GENUINE PROOF OF LICENSE. If you acquired the software on the server, a disc or other media, a genuine Certificate of Authenticity label with a genuine copy of the software identifies the licensed software. To be valid, this label must be affixed to the server or appear on manufacturer's or installer's software packaging. Certificate of Authenticity labels for additional licenses will be affixed to packaging by the manufacturer or installer. If you receive the label in any other manner, it is invalid. You should keep the label on the server or retain any labels on the packaging to prove that you are licensed to use the software. To identify genuine Microsoft software, see www.howtotell.com.

17. TRANSFER TO A THIRD PARTY. You may transfer the software only with the licensed server, all Certificate of Authenticity label(s), any additional licenses included with the server, and this agreement directly to a third party. Before any permitted transfer, the other party must agree that this agreement applies to the transfer and use of the software. You may not retain any instances of the software unless you also retain another license for the software.

The provisions of this section do not apply if you acquired the software as a consumer in Germany or in any of the countries listed on this site (aka.ms/transfer), in which case any transfer of the software to a third party, and the right to use it, must comply with applicable law.

18. EXPORT RESTRICTIONS. The software is subject to United States export laws and regulations. You must comply with all domestic and international export laws and regulations that apply to the software. These laws include restrictions on destinations, end users and end use. For additional information, see www.microsoft.com/exporting.

19. SUPPORT SERVICES. Contact the manufacturer or installer for support options. Refer to the support number provided with the software. For updates and supplements obtained directly from Microsoft, Microsoft provides support as described at www.support.microsoft.com/common/international.aspx.

20. ENTIRE AGREEMENT. This agreement (including the warranty below), and the terms for supplements, updates, Internet-based services and support services that you use, are the entire agreement for the software and support services.

21. APPLICABLE LAW.

21.1 United States. If you acquired the software in the United States, Washington state law governs the interpretation of this agreement and applies to claims for breach of it, regardless of conflict of laws principles. The laws of the state where you live govern all other claims, including claims under state consumer protection laws, unfair competition laws, and in tort.

21.2 Outside the United States. If you acquired the software in any other country, the laws of that country apply.

22. LEGAL EFFECT. This agreement describes certain legal rights. You may have other rights under the laws of your state or country. You may also have rights with respect to the party from whom you acquired the software. This agreement does not change your rights under the laws of your state or country if the laws of your state or country do not permit it to do so.

23. NO WARRANTIES FOR THE SOFTWARE. The software is provided "as is". You bear all risks of using it. Microsoft gives no express warranties, guarantees, or conditions. Any warranties you receive regarding the device or the software do not originate from, and are not binding on, Microsoft, or its affiliates. When allowed by your local laws, the manufacturer or installer and Microsoft exclude implied warranties of merchantability, fitness for a particular purpose and non-infringement.

24. LIMITATION ON AND EXCLUSION OF DAMAGES. EXCEPT FOR ANY REFUND THE MANUFACTURER OR INSTALLER MAY PROVIDE, YOU CANNOT RECOVER ANY DAMAGES, INCLUDING CONSEQUENTIAL, LOST PROFITS, SPECIAL, INDIRECT OR INCIDENTAL DAMAGES.

This limitation applies to

- anything related to the software, services, content (including code) on third party Internet sites, or third party programs, and
- claims for breach of contract, breach of warranty, guarantee or condition, strict liability, negligence, or other tort to the extent permitted by applicable law.

It also applies even if

- repair, replacement or a refund for the software does not fully compensate you for any losses, or
- the manufacturer or installer, or Microsoft knew or should have known about the possibility of the damages.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. They also may not apply to you because your country may not allow the exclusion or limitation of incidental, consequential or other damages.

25. FOR AUSTRALIA ONLY. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being replaced. Refurbished parts may be used to repair the goods. For further information regarding this warranty and to claim expenses in relation to the warranty (if applicable), please contact the manufacturer or installer; see the contact information provided in the system packaging.

ADDITIONAL TERMS FOR MICROSOFT SQL SERVER PRODUCTS

Product Name and Version	Applicable Additional Terms	End of License Date*
Microsoft SQL Server 2017 IoT Products		
Microsoft® SQL Server® 2017 IoT Client Access License (1 Device)	1, 10	November 30, 2032
Microsoft® SQL Server® 2017 IoT Client Access License (5 Device)	1, 10	November 30, 2032
Microsoft® SQL Server® 2017 IoT Client Access License (1 User)	1, 10	November 30, 2032
Microsoft® SQL Server® 2017 IoT Client Access License (5 User)	1, 10	November 30, 2032
Microsoft® SQL Server® 2017 IoT Enterprise 2 Core Additional License	29, 30, 33	November 30, 2032
Microsoft® SQL Server® 2017 IoT Standard 2 Core Additional License	29, 30, 33	November 30, 2032
Microsoft® SQL Server® 2017 IoT Enterprise 4 Core	1-9, 12, 13, 15, 24-26, 29, 32, 34, 35	November 30, 2032
Microsoft® SQL Server® 2017 IoT Standard 4 Core	1-9, 12, 13, 15, 24-26, 29, 32, 34, 35	November 30, 2032
Microsoft® SQL Server® 2017 IoT Standard (1 CAL)	1-9, 11-13, 15, 18, 24-26, 32, 35	November 30, 2032
Microsoft® SQL Server® 2017 IoT Standard (5 CAL)	1-9, 11-13, 15, 18, 24-26, 32, 35	November 30, 2032
Microsoft SQL Server 2016 Products		
Microsoft® SQL Server® 2016 Standard for Embedded Systems 4 Core (ESD)	1-9, 12, 13, 15, 24-26, 29, 32, 34	July 31, 2031
Microsoft® SQL Server® 2016 Standard for Embedded Systems 2 Core Additional License (ESD)	29, 30, 33	July 31, 2031
Microsoft® SQL Server® 2016 Standard for Embedded Systems (5 CAL) (ESD)	1-9, 11-13, 15, 18, 24-26, 32	July 31, 2031
Microsoft® SQL Server® 2016 Standard for Embedded Systems (1 CAL) (ESD)	1-9, 11-13, 15, 18, 24-26, 32	July 31, 2031
Microsoft® SQL Server® 2016 Enterprise for Embedded Systems 4 Core (ESD)	1-9, 12, 13, 15, 24-26, 29, 32, 34	July 31, 2031
Microsoft® SQL Server® 2016 Enterprise for Embedded Systems 2 Core Additional License (ESD)	29, 30, 33	July 31, 2031
Microsoft SQL Server 2014 Products		
Microsoft® SQL Server® 2014 Standard for Embedded Systems 4 Core (ESD)	1-9, 12, 13, 15, 24-26, 29, 31, 32	December 31, 2028
Microsoft® SQL Server® 2014 Standard for Embedded Systems 2 Core Additional License (ESD)	29, 30, 33	December 31, 2028
Microsoft® SQL Server® 2014 Standard for Embedded Systems (5 CAL) (ESD)	1-9, 11-13, 15, 18, 24-26, 32	December 31, 2028
Microsoft® SQL Server® 2014 Standard for Embedded Systems (1 CAL) (ESD)	1-9, 11-13, 15, 18, 24-26, 32	December 31, 2028
Microsoft® SQL Server® 2014 Enterprise for Embedded Systems 4 Core (ESD)	1-9, 12, 13, 15, 24-26, 29, 31, 32	December 31, 2028
Microsoft® SQL Server® 2014 Enterprise for Embedded Systems 2 Core Additional License (ESD)	29, 30, 33	December 31, 2028

Microsoft® SQL Server® 2014 Business Intelligence for Embedded Systems (10 CAL) (ESD)	1-9, 11-13, 15, 18, 24-26, 32	December 31, 2028
Microsoft® SQL Server® 2014 Business Intelligence for Embedded Systems (1 CAL) (ESD)	1-9, 11-13, 15, 18, 24-26, 32	December 31, 2028
Microsoft SQL Server 2012 Products		
Microsoft® SQL Server® 2012 Standard for Embedded Systems 4 Core (ESD)	1-9, 12, 13, 15, 24-26, 29, 31, 32	March 31, 2027
Microsoft® SQL Server® 2012 Standard for Embedded Systems 2 Core Additional License (ESD)	29, 30, 33	March 31, 2027
Microsoft® SQL Server® 2012 Standard for Embedded Systems (5 CAL) (ESD)	1-9, 11-13, 15, 18, 24-26, 32	March 31, 2027
Microsoft® SQL Server® 2012 Standard for Embedded Systems (1 CAL) (ESD)	1-9, 11-13, 15, 18, 24-26, 32	March 31, 2027
Microsoft® SQL Server® 2012 Enterprise for Embedded Systems 4 Core (ESD)	1-9, 12, 13, 15, 24-26, 29, 31, 32	March 31, 2027
Microsoft® SQL Server® 2012 Enterprise for Embedded Systems 2 Core Additional License (ESD)	29, 30, 33	March 31, 2027
Microsoft® SQL Server® 2012 Business Intelligence for Embedded Systems (10 CAL) (ESD)	1-9, 11-13, 15, 18, 24-26, 32	March 31, 2027
Microsoft® SQL Server® 2012 Business Intelligence for Embedded Systems (1 CAL) (ESD)	1-9, 11-13, 15, 18, 24-26, 32	March 31, 2027

Microsoft SQL Server 2008 R2 Products		
Microsoft® SQL Server® 2008 R2 For Embedded Systems Enterprise (1 CPU) (ESD)	1-8, 12-15, 21, 24-27	July 31, 2023
Microsoft® SQL Server® 2008 R2 For Embedded Systems Enterprise (1 CAL) (ESD)	1-8, 12, 13, 15, 19, 24-26, 28	July 31, 2023
Microsoft® SQL Server® 2008 R2 For Embedded Systems Enterprise (10 CAL) (ESD)	1-8, 12, 13, 15, 19, 24-26, 28	July 31, 2023
Microsoft® SQL Server® 2008 R2 For Embedded Systems Standard (1 CPU) (ESD)	1-8, 12-15, 20, 24-27	July 31, 2023
Microsoft® SQL Server® 2008 R2 For Embedded Systems Standard (1 CAL) (ESD)	1-8, 11-13, 15, 18, 24-26, 28	July 31, 2023
Microsoft® SQL Server® 2008 R2 For Embedded Systems Standard (5 CAL) (ESD)	1-8, 11-13, 15, 18, 24-26, 28	July 31, 2023
Microsoft® SQL Server® 2008 R2 For Embedded Systems (Systems Management Runtime Standard 1 CPU) (ESD)	1-7, 11, 12, 14, 15, 20, 24-27	July 31, 2023
Microsoft® SQL Server® 2008 R2 For Embedded Systems Workgroup (1 CPU) (ESD)	1-8, 12-15, 24-26, 27	July 31, 2023
Microsoft® SQL Server® 2008 R2 For Embedded Systems Workgroup (1 CAL) (ESD)	1-8, 11-13, 15, 18, 24-26, 28	July 31, 2023
Microsoft® SQL Server® 2008 R2 For Embedded Systems Workgroup (5 CAL) (ESD)	1-8, 11-13, 15, 18, 24-26, 28	July 31, 2023
Microsoft SQL Server 2008 Products		

Microsoft® SQL Server® 2008 For Embedded Systems Enterprise (1 CPU) (ESD)	1-8, 12-15, 21, 24-27	July 31, 2023
Microsoft® SQL Server® 2008 For Embedded Systems Enterprise (1 CAL) (ESD)	1-8, 12, 13, 15, 19, 24-26, 28	July 31, 2023
Microsoft® SQL Server® 2008 For Embedded Systems Enterprise (10 CAL) (ESD)	1-8, 12, 13, 15, 19, 24-26, 28	July 31, 2023
Microsoft® SQL Server® 2008 For Embedded Systems Standard (1 CPU) (ESD)	1-8, 12-15, 20, 24-27	July 31, 2023
Microsoft® SQL Server® 2008 For Embedded Systems Standard (1 CAL) (ESD)	1-8, 11-13, 15, 18, 24-26, 28	July 31, 2023
Microsoft® SQL Server® 2008 For Embedded Systems Standard (5 CAL) (ESD)	1-8, 11-13, 15, 18, 24-26, 28	July 31, 2023
Microsoft® SQL Server® 2008 For Embedded Systems (Systems Management Runtime Standard 1 CPU) (ESD)	1-7, 11, 12, 14, 15, 20, 24-27	July 31, 2023
Microsoft® SQL Server® 2008 For Embedded Systems Workgroup (1 CPU) (ESD)	1-8, 12-15, 24-26, 27	July 31, 2023
Microsoft® SQL Server® 2008 For Embedded Systems Workgroup (1 CAL) (ESD)	1-8, 11-13, 15, 18, 24-26, 28	July 31, 2023
Microsoft® SQL Server® 2008 For Embedded Systems Workgroup (5 CAL) (ESD)	1-8, 11-13, 15, 18, 24-26, 28	July 31, 2023

Microsoft SQL Server 2005 Products

Microsoft® SQL Server™ 2005, Enterprise Edition for Embedded Systems (x32) (1 Processor Version) (ESD)	1-7, 12-15, 21, 25-27	November 5, 2020
Microsoft® SQL Server™ 2005, Enterprise Edition for Embedded Systems (x64) (1 Processor Version) (ESD)	1-7, 12-15, 21, 25-27	November 5, 2020
Microsoft® SQL Server™ 2005, Enterprise Edition for Embedded Systems (x32) (10 CAL Version) (ESD)	1-7, 11-13, 15, 19, 25, 26, 28	November 5, 2020
Microsoft® SQL Server™ 2005, Enterprise Edition for Embedded Systems (x64) (10 CAL Version) (ESD)	1-7, 11-13, 15, 19, 25, 26, 28	November 5, 2020
Microsoft® SQL Server™ 2005, Standard Edition for Embedded Systems (x32) (1 Processor Version) (ESD)	1-7, 12-15, 20, 25-27	November 5, 2020
Microsoft® SQL Server™ 2005, Standard Edition for Embedded Systems (x64) (1 Processor Version) (ESD)	1-7, 12-15, 20, 25-27	November 5, 2020
Microsoft® SQL Server™ 2005, Standard Edition for Embedded Systems (x32) (5 CAL Version) (ESD)	1-7, 11-13, 15, 18, 25, 26, 28	November 5, 2020
Microsoft® SQL Server™ 2005, Standard Edition for Embedded Systems (x64) (5 CAL Version) (ESD)	1-7, 11-13, 15, 18, 25, 26, 28	November 5, 2020
Microsoft® SQL Server™ 2005, Standard Edition for Embedded Systems (x32) (Systems Management Runtime Edition, 1 Processor Version) (ESD)	1-7, 12, 14, 15, 17, 20, 25-27	November 5, 2020
Microsoft® SQL Server™ 2005, Workgroup Edition for Embedded Systems (x32) (1 Processor Version) (ESD)	1-7, 12-15, 20, 25-27	November 5, 2020
Microsoft® SQL Server™ 2005, Workgroup Edition for Embedded Systems (x32) (5 CAL Version) (ESD)	1-7, 11-13, 15, 18, 25, 26, 28	November 5, 2020

Microsoft SQL Server Client Access Licenses

2014

Microsoft® SQL Server® 2014 Client Access License for Embedded Systems (5 User) (ESD)	1, 10	June 30, 2029
Microsoft® SQL Server® 2014 Client Access License for Embedded Systems (5 Device) (ESD)	1, 10	June 30, 2029
Microsoft® SQL Server® 2014 Client Access License for Embedded Systems (1 User) (ESD)	1, 10	June 30, 2029
Microsoft® SQL Server® 2014 Client Access License for Embedded Systems (1 Device) (ESD)	1, 10	June 30, 2029

2012		
Microsoft® SQL Server® 2012 Client Access License for Embedded Systems (5 User) (ESD)	1, 10	March 31, 2027
Microsoft® SQL Server® 2012 Client Access License for Embedded Systems (5 Device) (ESD)	1, 10	March 31, 2027
Microsoft® SQL Server® 2012 Client Access License for Embedded Systems (1 User) (ESD)	1, 10	March 31, 2027
Microsoft® SQL Server® 2012 Client Access License for Embedded Systems (1 Device) (ESD)	1, 10	March 31, 2027
2008 R2		
Microsoft® SQL Server® 2008 R2 Client Access License For Embedded Systems Enterprise (1 User) (ESD)	1, 10	July 31, 2023
Microsoft® SQL Server® 2008 R2 Client Access License For Embedded Systems Enterprise (5 User) (ESD)	1, 10	July 31, 2023
Microsoft® SQL Server® 2008 R2 Client Access License For Embedded Systems Enterprise (1 Device) (ESD)	1, 10	July 31, 2023
Microsoft® SQL Server® 2008 R2 Client Access License For Embedded Systems Enterprise (5 Device) (ESD)	1, 10	July 31, 2023
Microsoft® SQL Server® 2008 R2 Client Access License For Embedded Systems Standard (1 User) (ESD)	1, 10, 23	July 31, 2023
Microsoft® SQL Server® 2008 R2 Client Access License For Embedded Systems Standard (5 User) (ESD)	1, 10, 23	July 31, 2023
Microsoft® SQL Server® 2008 R2 Client Access License For Embedded Systems Standard (1 Device) (ESD)	1, 10, 23	July 31, 2023
Microsoft® SQL Server® 2008 R2 Client Access License For Embedded Systems Standard (5 Device) (ESD)	1, 10, 23	July 31, 2023
Microsoft® SQL Server® 2008 R2 Client Access License For Embedded Systems Workgroup (5 User) (ESD)	1, 10, 22	July 31, 2023
Microsoft® SQL Server® 2008 R2 Client Access License For Embedded Systems Workgroup (5 Device) (ESD)	1, 10, 22	July 31, 2023
2008		

Microsoft® SQL Server® 2008 Client Access License For Embedded Systems Enterprise (1 User) (ESD)	1, 10	July 31, 2023
Microsoft® SQL Server® 2008 Client Access License For Embedded Systems Enterprise (5 User) (ESD)	1, 10	July 31, 2023
Microsoft® SQL Server® 2008 Client Access License For Embedded Systems Enterprise (1 Device) (ESD)	1, 10	July 31, 2023
Microsoft® SQL Server® 2008 Client Access License For Embedded Systems Enterprise (5 Device) (ESD)	1, 10	July 31, 2023
Microsoft® SQL Server® 2008 Client Access License For Embedded Systems Standard (1 User) (ESD)	1, 10, 23	July 31, 2023
Microsoft® SQL Server® 2008 Client Access License For Embedded Systems Standard (5 User) (ESD)	1, 10, 23	July 31, 2023
Microsoft® SQL Server® 2008 Client Access License For Embedded Systems Standard (1 Device) (ESD)	1, 10, 23	July 31, 2023
Microsoft® SQL Server® 2008 Client Access License For Embedded Systems Standard (5 Device) (ESD)	1, 10, 23	July 31, 2023
Microsoft® SQL Server® 2008 Client Access License For Embedded Systems Workgroup (5 User) (ESD)	1, 10, 22	July 31, 2023
Microsoft® SQL Server® 2008 Client Access License For Embedded Systems Workgroup (5 Device) (ESD)	1, 10, 22	July 31, 2023
Microsoft® SQL Server® 2008 Client Access License For Embedded Systems Enterprise (1 User) (ESD)	1, 10	July 31, 2023
2005		
Microsoft® User Client Access License Pack for Microsoft® SQL Server™ 2005, Enterprise Edition for Embedded Systems (x32) (1 User CAL Version) (ESD)	1, 10	November 5, 2020
Microsoft® User Client Access License Pack for Microsoft® SQL Server™ 2005, Standard Edition for Embedded Systems (x32) (1 User CAL Version) (ESD)	1, 10, 23	November 5, 2020
Microsoft® User Client Access License Pack for Microsoft® SQL Server™ 2005, Workgroup Edition for Embedded Systems (x32) (1 User CAL Version) (ESD)	1, 10, 22	November 5, 2020
Microsoft® Device Client Access License Pack for Microsoft® SQL Server™ 2005, Enterprise Edition for Embedded Systems (x32) (1 Device CAL Version) (ESD)	1, 10	November 5, 2020
Microsoft® Device Client Access License Pack for Microsoft® SQL Server™ 2005, Standard Edition for Embedded Systems (x32) (1 Device CAL Version) (ESD)	1, 10, 23	November 5, 2020
Microsoft® Device Client Access License Pack for Microsoft® SQL Server™ 2005, Workgroup Edition for Embedded Systems (x32) (1 Device CAL Version) (ESD)	1, 10, 22	November 5, 2020

*The **End of License Date** is the earlier of: the date listed or the end of Company's Agreement.

The following ATs apply to the Products as indicated above and are in addition to the terms of Company's Microsoft OEM Customer License Agreement for Embedded Systems ("Agreement"). Capitalized terms used in this document and not otherwise defined have the meaning set forth in the Agreement. The applicable ATs shall supersede any inconsistent terms in the Agreement. Company must advise their Channel of the distribution restrictions in the ATs for any Product distributed by Company's Channel as permitted under the Agreement.

1. **Valid Agreement.** In order to obtain a Runtime License Envelope for a Product, Company must have a valid, current Agreement.
2. **Definitions**

"CAL" means client access license.

"CPU" and "Processor" mean a central processing unit. For this Agreement, a multi-core processor is one processor.

"Physical CPU" means a CPU in a physical hardware system. Physical operating system environments use physical CPUs.

"Virtual CPU" means a CPU in a virtual (or otherwise emulated) hardware system. Virtual operating system environments use Virtual CPUs. A Virtual CPU is considered to have the same number of threads and cores as each Physical CPU on the underlying physical hardware system.

"Instance" means an instance of software is created by executing the software's setup or install procedure or by duplicating an existing Instance. References to Product software in this Agreement include Instances of the software. To "run an Instance" means to load an Instance of the software into memory and execute one or more of its instructions. Once running, an "Instance" is considered to be running (whether or not its instructions continue to execute) until it is removed from memory.

"OEM Activation" or "OA" means system locked preinstallation ("SLP") technology or its replacement technology.

"OSE" and "operating system environment" mean

- (a) all or part of an operating system Instance, or all or part of a virtual (or otherwise emulated) operating system Instance which enables separate machine identity (primary computer name or similar unique identifier) or separate administrative rights; and
- (b) Instances of applications, if any, set up to run on the operating system Instance or parts identified above.

There are two types of OSEs, physical and virtual. A physical OSE is set up to run directly on a physical hardware system. The operating system Instance used to run hardware virtualization software (e.g. Microsoft Virtual Server or similar technologies) or to provide hardware virtualization services (e.g. Microsoft virtualization technology or similar technologies) is considered part of the physical OSE. A virtual OSE is set up to run on a virtual (or otherwise emulated) hardware system. A physical hardware system can have either or both of the following:

- one physical OSE, and
- one or more virtual OSEs.

"Partitioned Embedded System" means a Customer System where at least the central processing units, inputs/outputs, and memory resources are physically or logically allocated into independent partitions so each partition can run an Instance of the Product. All rights granted to Company in regards to Recovery Images and Update Images for an Embedded System in this Agreement also apply to each partition of a Partitioned Embedded System. A partition may have either or both of the following:

- one physical OSE.
- one or more virtual OSEs.

3. **Installation**

Company may use the Deliverables to install the Product software. Company must install the software in accordance with the Documentation, if provided. Company must also meet the following requirements. These requirements control over any conflicting terms in the Documentation.

- (a) Company must ensure that no Microsoft online End User registration screens or any other user interface components or screens are displayed to an End User. This includes any Microsoft logos, toolbars, icons and folders. This limit does not apply to boot screens, the initial Product splash screen or setup and maintenance screens.
- (b) Company may not use the shell included in the Deliverables as the End User interface. Instead, Company must develop and deploy a custom End User interface for the Product. That custom end-user interface must be the only way in which the End User can access the Product.
- (c) Company does not have to install all Product software files. Company may install only the files required by the Embedded System. Company also may hide or disable features of the Product software.
- (d) Each Embedded System or Partitioned Embedded System must be based on a processor architecture that is compatible with the Product.
- (e) If the Product includes a processor or CPU limitation in the Product Table, then each Embedded System or Partitioned Embedded System must not be designed or enabled to support the Product with more than the number of CPUs set forth in the Product Table.

4. **Installation -- Primary and Secondary Boot Copy**

Company may reproduce the MS Binaries as part of an Image and install one primary operating copy and one secondary boot copy of the MS Binaries as part of the Image on the hard disk drive of the Embedded System or on a partition of a Partitioned Embedded System. Company must configure the Embedded System or the partition to access, boot from, and use the secondary boot copy of the Product only if the primary operating copy fails or malfunctions.

5. **Distribution**

Company may distribute one copy of the MS Binaries as part of the Image on each Embedded System or Partitioned Embedded System. Company must distribute a COA with each Embedded System and a COA for each partition on which an Instance is installed or (where applicable) delivered on media which is distributed with the intent of permitting End Users to run those Instances on partitions. Company shall report and pay royalties only for each primary operating copy installed on the Embedded System or the Partitioned Embedded System.

6. **License Terms**

- (a) Company must sublicense rights to use the Product to each End User by means of License Terms. MS License Terms for each Product are available on MyOEM. For purposes of this subsection, "MS License Terms" means the Product License Terms available on MyOEM. Company may use different terms or additional terms, as long as they are no less protective of MS than the MS License Terms.
- (b) If Company elects to use the MS License Terms, Company should substitute its name for "[OEM]" in the MS License Terms. Company may also substitute the term "[Company]'s software suppliers" for the term "MS" in the MS License Terms.
- (c) Company must notify each End User before or at the time of purchase that
 - (1) the Embedded System contains software that is subject to License Terms, and
 - (2) the End User must agree to the License Terms before using the Embedded System.
- (d) Company must distribute the License Terms in a manner that forms a contract binding the End User under applicable law.
- (e) From time to time, MS may update the MS License Terms for this Product. Any such updates will be posted on MyOEM. For each Product, Company may use any version of the applicable License Terms that has been posted on MyOEM during the term of this Agreement. Certain updates to the License Terms may be required, however, as provided in the Agreement.

7. **Language Versions.** Language versions other than English are licensed on an "if and as available" basis.

8. **32-Bit and x64 Versions for SQL Server 2008 and SQL Server 2008 R2**

The Deliverables for this Product includes 32-bit and x64 versions of the Product. Company may preinstall either version of the Product software, but not both, when installing an Instance of the Product on an Embedded System or a Partition of a Partitioned Embedded System in accordance with the terms of this Agreement.

9. **Limitations on Distribution of Traditional Chinese Versions**

- (a) The Traditional Chinese (ZH) language version of the Product may be directly or indirectly distributed only within, or to, Taiwan. The ZH language version also may not be preinstalled in the People's Republic of China ("PRC"), except in the Special Administrative Regions of Hong Kong and Macau and in designated Special Economic Zones as defined by the government of the PRC (see subsection (c) below).
- (b) The Traditional Chinese for Hong Kong (B3) language version of the Product may not be preinstalled in, or directly or indirectly distributed by or for Company within or to, the PRC. However, the B3 language version may be preinstalled in, or directly or indirectly distributed, by or for Company within or to Hong Kong and Macau, and the B3 language version may be preinstalled in the designated Special Economic Zones as defined by the government of the PRC (subject to subsection(c), below).
- (c) The B3 and ZH language versions may be preinstalled in Company's manufacturing facilities within Special Economic Zones of the PRC (as defined by the government of the PRC), but only if
 - such preinstallation is permitted by all applicable laws, regulations and rules; and
 - the sole purpose of the preinstallation is to make possible distribution outside the PRC.

10. **Distribution of Client Access Licenses**

- (a) CALs licensed under this AT must be acquired from an MS Distributor. They may be distributed only in the format in which Company receives them from the MS Distributor; and
- (b) Company may distribute CALs packaged with new Embedded Systems that include the applicable Product, or to existing End Users of the Product for which the CAL Pack is intended (as indicated by the Product Name for the CAL Pack in the Product Table).
- (c) Company may distribute a CAL with or for use with an earlier version of a Product, unless such distribution is not allowed under the MS License Terms.
- (d) OEM Parties may also combine and distribute multiple language versions of the License Terms for CALs for any combination of languages for which Company is licensed.
- (e) Company may quote and charge a separate price for CALs distributed in the manner described in this Section.

11. **Client Access License Required.** Each End User of this Product must have CALs for each person and each device that uses or accesses functions or services of the Product. This Product includes the number of CALs specified in the Product Name. These CALs may be used solely with the Product installed on the Embedded System.

12. **Distribution of COA.** The COA for this Product is only available in card format. Company must distribute a COA card with each copy of the Product installed on an Embedded System or on each Partition of a Partitioned Embedded System.

13. **Use of Product**

This Product may only be used to run the Embedded Application. The Product may not be used either in conjunction with, or to develop, new applications, databases or tables other than those contained in Embedded Application.

This does not prohibit an End User of the Embedded Application from using a tool to run queries or reports from existing tables or from using a development environment or workbench, which is part of the Embedded Application to configure or extend that Embedded Application.

14. **Combination of Processor Versions**

Company may distribute any combination of different processor versions of this Product ("Combination") with an Embedded System. The number of processors included in the Embedded System must not exceed the total number of processors allowed for such Combination. With respect to a Partitioned Embedded System, Company may distribute a Combination with a Partitioned Embedded System. However, the total number of processors supporting Partitions running the Product must not exceed the total number of processors for such Combination. For example, a valid Combination for SQL Server 2008 Standard Edition for an Embedded System that ships with four processors would be to associate four copies of SQL Server 2008 Standard Edition (1CPU) with the Embedded System by distributing four COAs of that Product, and reporting and paying MS Distributor for four copies.

15. Pre-populated Product Key

Company shall pre-populate the Product Key on behalf of the End User, provided that the Product Key matches the unique number provided by MS to Company for Company's installation of the Product. If Company is distributing more than one Embedded System to a single End User, Company may pre-populate the Product Key for the Embedded System with a single Product Key. The Product Key Company uses for this must be one of the Product Keys provided by MS that Company is delivering only to that End User.

16. Distribution of SQL Server 2000 Standard and Enterprise; No Distribution of MSDE

- (a) Company must include in the MS Binaries the client software (SQL Server Personal Edition) portion of the Product.
- (b) Company may not distribute as part of the MS Binaries or in any other manner the Microsoft SQL Server Desktop Engine (MSDE) portion of the Product.

17. Embedded Application Design. This Product may only be used to run the Embedded Application. The Embedded Application must be designed solely to capture or send information about a device (such as operation status of device – on/off). Data shall be centrally stored and managed in the database based on the Product. The Product may not be used for any other purpose. For example, the Product may not be used

- (a) to capture business transaction data from a device (e.g., information regarding goods and/or receivables),
- (b) to develop new applications, databases or tables other than those in the Embedded Application, or
- (c) in conjunction with any applications, databases or tables other than those in the Embedded Application.

The terms of this AT, however, do not prohibit an End User of the Embedded Application from using a tool to run queries or reports from existing tables. An End User also may use a development environment or workbench that is part of the Embedded Application to configure or extend that Embedded Application.

18. Additional Instances Server + CAL Model for SQL Server Products

The Product is licensed based on a server + CAL license model. To license an Embedded System for End Users to run Instances in physical or virtual OSEs, Company must assign software licenses to the Embedded System. Company may preinstall any number of Instances in one physical OSE or one virtual OSE on an Embedded System or on a Partition of a Partitioned Embedded System. Company must acquire a COA and shall report and pay royalties for each OSE on which an Instance is installed.

19. Additional Instances – CAL Model for SQL Server 2005 Enterprise; SQL Server 2008 Enterprise (including R2 releases, if available)

Company may preinstall any number of Instances in physical or virtual OSEs on an Embedded System or on a Partition of a Partitioned Embedded System. Company must acquire a COA and shall report and pay royalties for each Embedded System or each Partition on which an Instance is installed.

20. Additional Instances – Per Proc Model for SQL Server 2000 Standard and Enterprise; SQL Server 2005 Standard and Workgroup; SQL Server 2008 Standard and Workgroup (including R2 releases, if available)

Company may preinstall any number of Instances of the Product software in physical and virtual OSEs on an Embedded System or on a Partition of a Partitioned Embedded System, provided that the total number of Virtual CPUs and Physical CPUs used by those OSEs does not exceed the total number of CPUs of the Combination distributed on the Embedded System or on a Partition of a Partitioned Embedded System. Company must acquire the applicable COA(s) and shall report and pay royalties for each Embedded System or each Partition on which an Instance is installed.

21. Additional Instances – Per Proc Model for SQL Server 2005 Enterprise; SQL Server 2008 Enterprise (including R2 releases, if available)

Company may preinstall any number of Instances of the Product software in physical and virtual OSEs on an Embedded System or on a Partition of a Partitioned Embedded System, provided that the total number of Physical CPUs used by those OSEs does not exceed the total number of CPUs of the Combination distributed on the Embedded System or on a Partition of a Partitioned Embedded System. Company must acquire the applicable COA(s) and shall report and pay royalties for each Embedded System or each Partition on which an Instance is installed.

22. CAL Limitations for SQL Server 2005 Workgroup; SQL Server 2008 Workgroup (including R2 releases, if available)

- (a) SQL 2005 Workgroup CALs may not be licensed, distributed, or used with Microsoft SQL Server 2005 Standard Edition, Enterprise Edition or later versions of SQL Server.
- (b) SQL 2008 Workgroup CALs may not be licensed, distributed, or used with Microsoft SQL Server 2005 Standard Edition, Enterprise Edition or later versions of SQL Server.

23. CAL Limitations for SQL Server 2005 Standard; SQL Server 2008 Standard (including R2 releases, if available)

- (a) SQL 2005 Standard CALs may not be licensed, distributed, or used with Microsoft SQL Server 2005 Enterprise Edition or later versions of SQL Server.
- (b) SQL 2008 Standard CALs may not be licensed, distributed, or used with Microsoft SQL Server 2005 Enterprise Edition or later versions of SQL Server.

24. Downgrade Version Rights

- (a) For the purpose of this AT, "Downgrade Software" means a previous version of the Product. For example, Microsoft SQL Server 2005, Standard Edition for Embedded Systems is a Downgrade Software of the Microsoft SQL Server 2008 for Embedded Systems Standard.
- (b) Company may preinstall an Instance of the Downgrade Software instead of the Product, as part of the Image. If Company preinstalls an Instance of the Downgrade Software, Company may only upgrade the preinstalled Downgrade Software through the Field Upgrade process.
- (c) Company may not market the availability of the Downgrade Software, except as a right granted in the License Terms. In any marketing, the Product must be featured more prominently than the Downgrade Software. For example, Company may not market an Embedded System as preinstalled with Microsoft SQL Server 2005 when such version was acquired through downgrade rights from a license to Microsoft SQL Server 2008.
- (d) Company must have a license for the Downgrade Software.
- (e) Company does not owe any additional royalty for the Downgrade Software distributed under this AT.

25. **Recovery of Virtual OSEs**

For recovery purposes only, Company's APM may include recovery media for each virtual OSE that contains an Instance of the Product preinstalled on the Embedded System or on a Partition of a Partitioned Embedded System.

26. **Update of Virtual OSEs**

Company may reproduce and distribute one copy of the Update for each virtual OSE that contains an Instance of the Product preinstalled on the Embedded System or on a Partition of a Partitioned Embedded System.

27. **Copies of Product Used for Passive Fail-over (per processor license)**

For any Operating System Environment in which Company installs Instances of the Product, Company may install up to the same number of passive fail-over Instances in a separate OSE for use by End Users solely for temporary support (each such Instance, a "Fail-Over Instance"), as provided in the License Terms. The number of processors used in that separate OSE must not exceed the number of processors used in the corresponding OSE in which the active Instances are installed for primary use. There is no royalty owed to MS for the Fail-Over Instance; however, a royalty may apply to the operating system installed on the OSE on which the Fail-Over Instance is installed. No COA is required for the Fail-Over Instance.

28. **Copies of Product Used for Passive Fail-over (Server + CAL license)**

For any Operating System Environment in which Company installs Instances of the Product, Company may install up to the same number of passive fail-over Instances in a separate OSE for use by End Users solely for temporary support (each such Instance, a "Fail-Over Instance"), as provided in the License Terms. There is no royalty owed to MS for the Fail-Over Instance; however, a royalty may apply to the operating system installed on the OSE on which the Fail-Over Instance is installed. No COA is required for the Fail-Over Instance.

29. **Minimum License Requirements for an Embedded System**

Company may distribute the Product with an Embedded System provided that:

- (a) the total number of CPUs or cores (as applicable) included in the Embedded System are licensed with a number of licenses equal to or greater than the number of CPU or core licenses for the Product and;
- (b) for a Partitioned Embedded System, the total number of CPUs or cores (as applicable) supporting all the partitions which the Product is intended to be run are licensed with a number of licenses an equal to or greater than the number of CPU or core licenses for the Product.

30. **Additional Licenses Distributed with an Embedded System**

The Product may only be distributed with an Embedded System licensed with at least one base license Product as identified in the table below. Company must distribute the license terms for the Product in a manner that forms a contract binding the End User under applicable law.

Base License Product	Product
Microsoft® SQL Server® 2012 Standard for Embedded Systems 4 Core	Microsoft® SQL Server® 2012 Standard for Embedded Systems 2 Core Additional License
Microsoft® SQL Server® 2012 Enterprise for Embedded Systems 4 Core	Microsoft® SQL Server® 2012 Enterprise for Embedded Systems 2 Core Additional License

31. **Core License Model Requirements (except SQL Server 2016)**

(a) **Definitions**

"Physical Core" means a core in a physical processor. A physical processor consists of one or more Physical Cores.

"Hardware Thread" means either a Physical Core or a hyper-thread in a physical processor.

"Virtual Core" means the unit of processing power in a virtual (or otherwise emulated) hardware system. A Virtual Core is the virtual representation of one or more Hardware Threads. Virtual OSEs use one or more Virtual Cores.

"Core Factor" means a numerical value associated with a specific physical processor for purposes of determining the number of licenses required to license all of the Physical Cores on a server.

(b) Requirements -- Physical Cores on a Server

The Product is licensed based on a core license model (the number of physical or virtual cores in a server). To license an Embedded System for End Users to run Instances in physical OSEs Company must;

- (1) distribute a number of core licenses of the Product equal to or greater than the number of Physical Cores in the server, and;
- (2) ensure the number of licenses distributed equals the number of Physical Cores on the server multiplied by the applicable Core Factor, as referenced in the table below, to determine the appropriate number of licenses needed.

MS reserves the right to update or make changes to the Core Factor at any time.

Processor Type	Core Factor
All processors not mentioned below	1
AMD Processors (31XX, 32XX, 41XX, 42XX, 61XX, 62XX Series Processors with 6 or more cores)	0.75
Single Core Processors	4
Dual Core Processors	2

(c) Requirements -- Individual OSEs

- (1) To license an Embedded System for End Users to run Instances in virtual OSEs, Company must distribute a number of Product licenses equal to the number of Virtual Cores intended to be run in the virtual OSE subject to a minimum requirement of four licenses per virtual OSE, and include any additional core Product licenses required by the Software License Terms for Virtual Cores that are intended by the End User to be configured to use more than one Hardware Thread.
- (2) In addition to (c)(1) above, for Microsoft SQL Server 2012 Enterprise, for each additional license assigned to an Embedded System under (b) above, Company may install and configure to run, instances of the server software in an additional OSE on that licensed server.

32. Additional Instances for Passive Fail-over

For Operating System Environments (OSEs) in which Company installs Instances of the Product, Company may install a number of Instances for use by End Users solely for temporary support (each such

Instance, a "Fail-Over Instance"), as provided in the License Terms. No royalty is owed to MS for the Fail-Over Instance; however, a royalty may apply to the operating system installed on the OSE on which the Fail-Over Instance is installed. No COA is required for the Fail-Over Instance. For all Fail-over Instances installed, Company must ensure that if the Product is licensed by cores:

- (a) the number of physical cores in the OSE in which the Fail-Over Instance is installed does not exceed the number of physical cores on the licensed OSE and the core factor for the physical processors in that server must be the same or lower than the core factor for the physical processors in the licensed OSE, and,
- (b) for Virtual Cores, the number of hardware threads used in the OSE in which the Fail-over Instance is installed does not exceed the number of hardware threads used in the corresponding licensed OSE in which the active instances run.

33. Additional Licenses Distributed with an Embedded System

- (a) The Product is comprised of a license card and COA only, and may only be distributed with an Embedded System licensed with at least one Base License Product. A "Base License Product" means the corresponding edition of the Product e.g., Windows Storage Server 2012 Standard is the Base License Product for Windows Storage Server 2012 Standard Additional License.
- (b) The Product may not be distributed on a standalone basis, and as such, all of the rights and obligations that apply to Company's distribution of the Base License Product apply to Company's distribution of the Product.

34. Core License Model Requirements -- SQL Server 2016

(a) Definitions

- (1) "Physical Core" means a core in a physical CPU. A physical CPU consists of one or more Physical Cores.
- (2) "Hardware Thread" means either a Physical Core or a hyper-thread in a physical CPU.

- (3) "Virtual Core" means the unit of processing power in a virtual (or otherwise emulated) hardware system. A Virtual Core is the virtual representation of one or more Hardware Threads. Virtual OSEs use one or more Virtual Cores.

(b) Requirements – Physical Cores on a Server

The Product (or for Microsoft Data Warehouse Appliance 2012, the SQL Server component) is licensed based on a core license model (the number of physical or virtual cores in a server). To license a Customer System for End Users to run Instances in physical OSEs, Company must distribute licenses to of the Product (or component) equal to or greater than the number of Physical Cores in the server.

(c) Requirements – Individual Virtual OSEs

To license a Customer System for End Users to run Instances in virtual OSEs, Company must distribute a number of Product licenses equal to the number of Virtual Cores intended to be run in the virtual OSE subject to a minimum requirement of licenses to cover 4 Virtual Cores per virtual OSE, and include any additional core Product licenses required by the Software License Terms for Virtual Cores that are intended by the End User to be configured to use more than one Hardware Thread.

35. Microsoft SQL Server 2017 IoT – Windows and Linux

Microsoft SQL Server 2017 IoT includes both Windows-based and Linux-based installation options. Company may, in accordance with the License Terms, install the Product in either a Windows or Linux operating system environment (OSE), but not both. For Linux-based installation, the Product will be made available as a download only at: <https://aka.ms/sqlserver2017installonem>.

(For ISV Royalty Program Only)

Microsoft System Center¹ 2016 Standard _____²
Microsoft System Center 2016 Datacenter X ²
Microsoft System Center Configuration Manager 1606 _____²
Microsoft System Center 2016 Data Protection Manager _____²
Microsoft System Center 2016 Operations Manager _____²
Microsoft System Center 2016 Service Manager _____²
Microsoft System Center 2016 Orchestrator _____²

Licenses: 48 **Management Licenses:** _____³

END-USER LICENSE AGREEMENT

These license terms are an agreement between you and the licensor of the software application or suite of applications with which you acquired the Microsoft software ("Licensor"). Microsoft Corporation or one of its affiliates (collectively, "Microsoft") has licensed the software to the Licensor.

These terms supersede any electronic terms which may be contained within the software. If any of the terms contained within the software conflict with these terms, these terms will control. Please read them. They apply to the software named above, which includes the media on which you received it, if any. The terms also apply to any Microsoft

- updates,
- supplements, and
- Internet-based services

for this software, unless other terms accompany those items. If so, those terms apply.

By using the software, you accept these terms. If you do not accept them, do not use the software. Instead, return it to place of purchase for a refund or credit.

As described below, using some features also operates as your consent to automatic updates and the transmission of certain standard computer information for Internet-based services.

If you comply with these license terms, you have the rights below for each software license you acquire.

¹ **LICENSOR:** These terms include Microsoft trademarks. If you include a trademark footnote in the End User License Agreement for the Unified Solution to give notice of your own trademarks or other third party trademarks, then add the following wording to your trademark footnote: "All other trademarks are the property of their respective owners."

² **LICENSOR:** For "Academic Edition" licensed software, please specify the name. For example: Microsoft® System Center Configuration Manager 1606 Edition and Academic Edition.

³ **LICENSOR:** Specify the total number of management licenses of the software that the end-user is licensed for under this agreement.

1. OVERVIEW.

a. **Software.** The software includes

- Server Software; and
- Additional Software that may only be used with the Server Software directly, or indirectly through other Additional Software.

b. **Definitions.**

Additional Software which includes but is not limited to, tools and System Center packs (such as Management Packs, Process Packs, and Integration Packs); that may only be used with the Server Software.

Hyper-V Container is a feature of Windows Server that utilizes a virtual operating system environment. Each Hyper-V Container is considered to be one Virtual OSE.

Server. A server is a physical hardware system capable of running server software. A hardware partition or blade is considered to be a separate physical hardware system.

Server Software. "Server Software", as used in these license terms, means any or all of the components of System Center 2016 Standard, System Center 2016 Datacenter, System Center Configuration Manager 1606, System Center 2016 Data Protection Manager, System Center 2016 Operations Manager, System Center 2016 Service Manager, or System Center 2016 Orchestrator, depending on which software license(s) you acquire.

Windows Server Container is a feature of Windows Server software.

c. **License Model.** The software is licensed based on the number of physical and virtual operating system environments you manage, the physical hardware and, in some cases, the number of users who use them.

d. **Licensing Terminology.**

- i. **Assigning a License.** To assign a license means simply to designate that license to one server, device, or user.
- ii. **Instance.** You create an "instance" of software by executing the software's setup or install procedure. You also create an instance of software by duplicating an existing instance. References to software in this agreement include "instances" of the software. You "run an instance" of software by loading it into memory and executing one or more of its instructions. Once running, an instance is considered to be running (whether or not its instructions continue to execute) until it is removed from memory.

iii. **Operating System Environment.** An "operating system environment" (or "OSE") is

- all or part of an operating system instance, or all or part of a virtual (or otherwise emulated) operating system instance, which enables separate machine identity (primary computer name or similar unique identifier) or separate administrative rights, and
- instances of applications, if any, configured to run on the operating system instance or parts identified above.

There are two types of OSEs, physical and virtual. A physical OSE is configured to run directly on a physical hardware system. The operating system instance used to run hardware virtualization software (e.g., Microsoft Hyper-V Server or similar technologies) or to provide hardware virtualization services (e.g., Microsoft virtualization technology or similar technologies) is considered part of the physical OSE. A virtual OSE is configured to run on a virtual (or otherwise emulated) hardware system. A physical hardware system can have either or both of: one physical OSE and one or more virtual OSEs.

iv. Managing OSEs. For purposes of these license terms, to “manage” an OSE means to

- solicit or receive data about,
- configure, or
- give instructions to the hardware or software that is directly or indirectly associated with the OSE.

“Managing” an OSE does not include discovering the presence of a device or OSE.

2. USE RIGHTS.

Acquiring and Assigning Management Licenses.

a. Before you use the Server Software to manage your OSEs, you must acquire and assign the required number of the appropriate category, type or edition of management licenses as described below.

i. Categories of Management Licenses. There are two categories of management licenses: server and client. The category of license required depends on the operating system software running within an OSE. OSEs running server operating system software require server management licenses. OSEs running any other operating system software require client management licenses.

ii. Server Management Licenses. There is one type of server management license: OSE, and two editions: Standard and Datacenter. An OSE server management license permits you to use the Server Software to manage the number of OSEs corresponding to its edition. All of the server management licenses you assign to a server must be of the same edition. Your server management licenses do not permit management of any OSE running a non-server operating system.

A. System Center 2016 Standard. The number of OSE server management licenses you need depends on the number of physical cores on the server on which your managed OSEs will run and the number of OSEs you will manage on that server.

I. The number of Licenses required equals the number of Physical Cores on the Licensed Server, subject to a minimum of 8 Licenses per Physical Processor and a minimum of 16 Licenses per Server.

II. Provided you acquire and assign to your server the required number of Standard edition server management licenses, as specified in 2.a.ii.A.I above, you may manage two OSEs on the licensed server. Standard edition permits management of the Physical OSE on the Licensed Server (in addition to two Virtual OSEs), if the Physical OSE is used solely to host and Manage Virtual OSEs. Additionally, you may manage any number of OSEs instantiated as Windows Server Containers on that server.

You may assign additional Standard edition Licenses to the Licensed Server equal to the number specified in 2.a.ii.A.I above and manage two additional OSEs.

B. System Center 2016 Datacenter. The number of OSE server management licenses you need depends on the number of physical cores on the server on which your managed OSEs will run. The number of Licenses required equals the number of Physical Cores on the Licensed Server, subject to a minimum of 8 Licenses per Physical Processor and a minimum of 16 Licenses per Server.

Provided you acquire and assign to your server the required number of Datacenter edition server management licenses, as described above, you may manage any number of OSEs on that server. Additionally, you may manage any number of OSEs instantiated as Windows Server Containers on that server.

iii. Client Management Licenses. Client Management Licenses include System Center Configuration Manager 1606 Client Management License, System Center 2016 Data Protection Manager Client Management License, System Center 2016 Operations Manager Client Management License, System Center 2016 Service Manager Client Management License, and System Center 2016 Orchestrator Client Management License. There are two types of client management licenses: one for managed OSEs and one for users. You may choose either type or a combination of both. Your client management licenses do not permit management of any OSE running a server operating system.

- OSE Client Management Licenses.
 - One OSE Client Management License permits you to use the Server Software to manage one OSE.
 - Each OSE Client Management License you acquire must be assigned to the device on which your managed OSE will run.
 - Management of an OSE accessed by more than one user requires one OSE Client Management License or one User Client Management License for each user.
- User Client Management Licenses.
 - One User Client Management license permits you to use the Server Software to manage all of the OSEs used by the user to whom it is assigned.
 - Each User Client Management License you acquire must be assigned to one user.
 - Management of an OSE accessed by more than one user requires one OSE Client Management License or one User Client Management License for each user.

iv. Management Licenses Not Required. You do not need a management license for

- any of your OSEs in which no instances of software are running,
- any of your network infrastructure devices functioning solely for the purpose of transmitting network data and not running Windows Server software,
- any OSEs you are converting from physical to virtual during the conversion process, or
- any of your devices for which you are exclusively performing out of band management.
- any device solely monitored or managed for the status of its hardware components with respect to system temperature, fan speed, power on/off, system reset or CPU availability.

v. Reassignment of Management Licenses. You may

- permanently reassign a management license from one device to another or from one user to another; or
- temporarily reassign a management license to a loaner device while the first device is out of service or a temporary worker while the first user is absent.

vi. Management License Downgrade Rights. Your System Center 2016 management licenses permit management by instances of earlier versions of the Server Software.

b. Software Use. Once you acquire and assign the required number of appropriate management license(s) to your servers, other devices and users, you may use the Server Software to manage your OSE(s). Each management license, gives you the following rights.

- i. Running Instances of the Server Software.** You may run, at any one time, one instance of the Server Software on one or more of your servers.
- ii. Running Instances of the Additional Software.** You may run or otherwise use any number of instances of software identified as additional software for the applicable Server Software in physical or virtual OSEs on any number of devices. You may use additional

software only with the Server Software directly, or indirectly through other additional software.

- c. **Included Microsoft Programs.** The software contains other Microsoft programs. These license terms identify them, and indicate if other license terms apply to your use of those programs, or if these license terms apply to your use of them. For the programs included but not identified, the license terms with those programs apply to your use.
- d. **Third Party Programs.** The software may include third party programs that Microsoft, not the third party, licenses to you under this agreement. Notices, if any for the third party programs are included in the software for your information only. Notices for third party programs included with System Center Configuration Manager are found at <http://go.microsoft.com/fwlink/?LinkID=789409>.

3. ADDITIONAL LICENSING REQUIREMENTS AND/OR USE RIGHTS.

a. SQL Server Branded Components.

- i. System Center Virtual Machine Manager contains the following Microsoft SQL Server branded components and the license terms that would apply to your use of these programs are found in the "LICENSES" folder located on the DVD or in the installed location. If you do not agree to their license terms, you may not use these programs.
 - o Data-Tier Application Framework (2014)
 - o SQL Server 2014 Shared Management Objects
 - o SQL Server 2014 Transact-SQL ScriptDom
 - o SQL Server 2014 Transact-SQL Compiler Service
 - o System CLR Types for Microsoft SQL Server 2014
- ii. System Center Configuration Manager 1606 contains the following Microsoft SQL Server branded components and the license terms that would apply to your use of these programs are found at <http://go.microsoft.com/fwlink/?LinkID=787077>. If you do not agree to their license terms, you may not use these programs.
 - o SQL Server 2012 Native Client
 - o SQL Server 2014 Express
 - o SQL Server 2014 Shared Management Objects
 - o SQL Server Compact 4.0 Service Pack 1 (Sp1)
 - o System CLR Types For Microsoft SQL Server 2014

- b. **Additional Functionality/Optional Services.** Microsoft may provide additional functionality for or an optional add-on service to the software. Other license terms or use rights and fees may apply.

- c. **No copying or Distributing Data Sets.** You may not copy or distribute any data set (or any portion of a data set) included in the software.

4. INTERNET-BASED SERVICES. Microsoft provides Internet-based services with the software. It may change or cancel them at any time.

- a. **Consent for Internet-Based Services.** The software features described below and in the System Center 2016 Privacy Statement connect to Microsoft or service provider computer systems over the Internet. In some cases, you will not receive a separate notice when they connect. Unless otherwise noted, you may switch off these features or not use them. For more information about these and other features, see System Center 2016 Privacy Statement found here: <http://go.microsoft.com/fwlink/?LinkId=817381>. By using these features, you consent to the transmission of this information. Microsoft does not use the information to identify or contact you.

Computer Information. The following features use Internet protocols, which send to the appropriate systems computer information, such as your Internet protocol address, the type of operating system, browser and name and version of the software you are using, and the

language code of the device where you installed the software. Microsoft uses this information to make the Internet-based services available to you.

- **Automatic Updates.** Software with Click-to-Run technology may check with Microsoft now and then for updates and supplements. If the software finds updates and supplements, it might download and install them on your licensed device.
- **Windows (or Microsoft) Update Feature.** You may connect new hardware to the device where you installed the software. Your device may not have the drivers needed to communicate with that hardware. If so, the update feature of the software can obtain the correct driver from Microsoft and install it on your device. You can switch off this update feature.

You can choose to stop receiving updates by turning off the automatic update feature or Internet access. Refer to the product documentation to learn how to turn off updates for your specific device or software.

- b. Use of Information.** Microsoft may use the computer information to improve our software and services. We may also share it with others, such as hardware and software vendors. They may use the information to improve how their products run with Microsoft software.
 - c. Misuse of Internet-based Services.** You may not use these services in any way that could harm them or impair anyone else's use of them. You may not use the services to try to gain unauthorized access to any service, data, account or network by any means.
- 5. KB975759.** The software contains Windows hotfix KB975759. This software program is part of Windows. The license terms for Windows apply to your use of Windows hotfix KB975759.
- 6. SCOPE OF LICENSE.** The software is licensed, not sold. This agreement only gives you some rights to use the software. Licensor and Microsoft reserve all other rights. Unless applicable law gives you more rights despite this limitation, you may use the software only as expressly permitted in this agreement. In doing so, you must comply with any technical limitations in the software that only allow you to use it in certain ways. You may not
- work around any technical limitations in the software;
 - reverse engineer, decompile or disassemble the software, except and only to the extent that applicable law expressly permits, despite this limitation;
 - make more copies of the software than specified in this agreement or allowed by applicable law, despite this limitation;
 - publish the software;
 - rent, lease or lend the software;
 - transfer the software or this agreement to any third party; or
 - use the software for commercial software hosting services.

You also may not remove, minimize, block or modify any of the following that are included in the software, including any content made available to you through the software:

- logos,
- trademarks,
- copyright,
- digital watermarks, or
- other notices of Microsoft or its suppliers.

Rights to access the software on any device do not give you any right to implement Microsoft patents or other Microsoft intellectual property in software or devices that access that device.

7. BACKUP COPY.

- a. **Media.** If you acquired the software on a disc or other media, you may make one backup copy of the media. You may use it only to create instances of the software.
 - b. **Electronic Download.** If you acquired and downloaded the software online, you may make one copy of the software on a disc or other media in order to create instances of the software.
- 8. **DOCUMENTATION.** Any person that has valid access to your computer or internal network may copy and use the documentation for your internal, reference purposes.
- 9. **NOT FOR RESALE SOFTWARE.** You may not sell software marked as "NFR" or "Not for Resale."
- 10. **ACADEMIC EDITION SOFTWARE.** You must be a "Qualified Educational User" to use software marked as "Academic Edition" or "AE." If you do not know whether you are a Qualified Educational User, visit www.microsoft.com/education or contact the Microsoft affiliate serving your country.
- 11. **SOFTWARE DOWNGRADE.** You may create, store and use instances of this version and an earlier version of the software at the same time. This agreement applies to your use of the earlier version. If the earlier version includes different components, any terms for those components in the agreement that comes with the earlier version apply to your use of them. Microsoft is not obligated to supply earlier versions to you.
- 12. **EXPORT RESTRICTIONS.** The software is subject to United States export laws and regulations. You must comply with all domestic and international export laws and regulations that apply to the software. These laws include restrictions on destinations, end users and end use. For additional information, see www.microsoft.com/exporting.
- 13. **ENTIRE AGREEMENT.** This agreement and the terms for supplements, updates, Internet-based services that you use, are the entire agreement for the software.
- 14. **LEGAL EFFECT.** This agreement describes certain legal rights. You may have other rights under the laws of your state or country. You may also have rights with respect to the Licensor from whom you acquired the software. This agreement does not change your rights under the laws of your state or country if the laws of your state or country do not permit it to do so.
- 15. **NOT FAULT TOLERANT. THE SOFTWARE IS NOT FAULT TOLERANT. LICENSOR HAS INDEPENDENTLY DETERMINED HOW TO USE THE SOFTWARE IN THE INTEGRATED SOFTWARE APPLICATION OR SUITE OF APPLICATIONS THAT IT IS LICENSING TO YOU, AND MICROSOFT HAS RELIED ON LICENSOR TO CONDUCT SUFFICIENT TESTING TO DETERMINE THAT THE SOFTWARE IS SUITABLE FOR SUCH USE.**
- 16. **NO WARRANTIES BY MICROSOFT. YOU AGREE THAT IF YOU HAVE RECEIVED ANY WARRANTIES WITH REGARD TO EITHER (A) THE SOFTWARE, OR (B) THE SOFTWARE APPLICATION OR SUITE OF APPLICATIONS WITH WHICH YOU ACQUIRED THE SOFTWARE, THEN THOSE WARRANTIES ARE PROVIDED SOLELY BY THE LICENSOR AND DO NOT ORIGINATE FROM, AND ARE NOT BINDING ON, MICROSOFT.**
- 17. **NO LIABILITY OF MICROSOFT FOR CERTAIN DAMAGES. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, MICROSOFT SHALL HAVE NO LIABILITY FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING FROM OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THE SOFTWARE OR THE SOFTWARE APPLICATION OR SUITE OF APPLICATIONS WITH WHICH YOU ACQUIRED THE SOFTWARE, INCLUDING WITHOUT LIMITATION, PENALTIES IMPOSED BY GOVERNMENT. THIS LIMITATION WILL APPLY EVEN IF ANY REMEDY FAILS OF ITS ESSENTIAL PURPOSE. IN NO EVENT SHALL MICROSOFT BE LIABLE FOR ANY AMOUNT IN EXCESS OF TWO HUNDRED FIFTY U.S. DOLLARS (US\$250.00).**

EXHIBIT E
MASTER PURCHASE AGREEMENT

Master Purchase Agreement

Motorola Solutions, Inc. ("Motorola") and St. Johns County, a political subdivision of the State of Florida, by and through the St. Johns County Board of County Commissioners, with its principal offices at 500 San Sebastian View, St. Augustine, Florida 32084 (hereafter referred to as "County" or "Licensee") Florida ("County") enter into this "Agreement", pursuant to which County may purchase and Motorola will sell those Products and services as described below. Motorola and County may be referred to individually as a "Party" and collectively as the "Parties." For good and valuable consideration, the Parties agree as follows:

Section 1 EXHIBITS

The exhibits listed below are incorporated into and made a part of this Agreement. In interpreting this Agreement and resolving any ambiguities, the main body of this Agreement takes precedence over the exhibits and any inconsistency between the exhibits will be resolved in their listed order.

Exhibit A	Motorola Software License Agreement
Exhibit B	Insurance Certificate of Insurance

Section 2 DEFINITIONS

Capitalized terms used in this Agreement have the following meanings:

2.1. "Confidential Information" means any information that is disclosed in written, graphic, verbal, or machine-recognizable form, and is marked, designated, or identified at the time of disclosure as being confidential or its equivalent; or if the information is in verbal form, it is identified as confidential at the time of disclosure and is confirmed in writing within thirty (30) days of the disclosure. Confidential Information does not include any information that: is or becomes publicly known through no wrongful act of the receiving Party; is already known to the receiving Party without restriction when it is disclosed; is or becomes, rightfully and without breach of this Agreement, in the receiving Party's possession without any obligation restricting disclosure; is independently developed by the receiving Party without breach of this Agreement; or is explicitly approved for release by written authorization of the disclosing Party.

2.2. "Contract Price" means the price for the ordered Products or services, excluding any applicable sales or similar taxes and freight charges, per Section , below, or the applicable Motorola Proposal, including a Statement of Work and Pricing Summary.

2.3. "Effective Date" means that date upon which the last Party executes this Agreement.

2.4. "Eligible Purchaser" means County and those other government agencies, bodies, districts, or entities described in Section 3.4 below.

2.5. "Equipment" means the equipment purchased under this Agreement.

2.6. "Force Majeure" means an event, circumstance, or act of a third party that is beyond a Party's reasonable control (e.g., an act of God, an act of the public enemy, an act of a government entity, strikes or other labor disturbances, hurricanes, earthquakes, fires, floods, epidemics, embargoes, war, and riots).

2.7. "Infringement Claim" means a third party claim alleging that the Equipment manufactured by Motorola or the Motorola Software directly infringes a United States patent or copyright.

2.8. "Motorola Software" means Software that Motorola or its affiliated company owns.

2.9. "Non-Motorola Software" means Software that another party owns.

2.10. "Open Source Software" (also called "freeware" or "shareware") means software with either freely obtainable source code, license for modification, or permission for free distribution.

2.11. "Products" mean the Equipment and Software provided by Motorola under this Agreement.

2.12. "Proprietary Rights" means the patents, patent applications, inventions, copyrights, trade secrets, trademarks, trade names, mask works, know-how, and other intellectual property rights in and to the Equipment and Software, including those created or produced by Motorola under this Agreement and any corrections, bug fixes, enhancements, updates or modifications to or derivative works from the Software whether made by Motorola or another party.

2.13. "Software" means the Motorola Software and Non-Motorola Software in object code format that is furnished with the Products.

2.14. "Warranty Period" means one (1) year from the date of shipment of the Product or, for services, for one hundred twenty (120) days from the date of performance.

Section 3 SCOPE OF AGREEMENT AND TERM

3.1. **SCOPE OF AGREEMENT.** This Agreement is a Master Purchase Agreement, whereby during the term of this Agreement County has the right, but not the duty, to purchase from time to time Products and related services from Motorola. Motorola will provide, ship, and install (if applicable) the Products, and perform the services and its other contractual responsibilities, all in accordance with this Agreement.

3.1.1. **Products.** Pricing for the Products is based upon Motorola's then current published list domestic prices ("DNUP") less the specified discount percentage. For Motorola-manufactured products, the County will receive 20% discount off the DNUP price. For non-Motorola manufactured products, the County will receive a 10% discount off the manufacturer's then current prices. For professional engineering services and installation pricing, Motorola will present the County with a proposal that will include a Statement of Work and summary pricing. Upon approval of the proposal, the County may issue a purchase order per Section 3.5 below.

3.1.2. **Services.** County may purchase engineering, project management, system technologist, installation or post warranty services at the pricing shown in Motorola's applicable proposal. If appropriate, Motorola will prepare a statement of work to describe the particular services to be provided, a test plan, or a performance schedule. If County wishes to purchase a system or maintenance and support, upon County's request, Motorola will provide a proposal that may include a separate Communications System Agreement.

3.2. **MOTOROLA SOFTWARE.** Any Motorola Software, including subsequent releases, is licensed to County solely in accordance with the Software License Agreement. County (and any Eligible Purchaser purchasing from this Agreement) hereby accepts and agrees to abide by all of the terms and restrictions of the Software License Agreement.

3.3. **NON-MOTOROLA SOFTWARE.** Any Non-Motorola Software is licensed to County in accordance with the standard license, terms, and restrictions of the copyright owner on the Effective Date unless the copyright owner has granted to Motorola the right to sublicense the Non-Motorola Software pursuant to the Software License Agreement, in which case it applies and the copyright owner will have all of Licensor's rights and protections under the Software License Agreement. Motorola makes no representations or warranties of any kind regarding Non-Motorola Software. Non-Motorola Software may include Open Source Software. All Open Source Software is licensed to County in accordance with, and County agrees to abide by, the provisions of the standard license of the copyright owner and not the Software License Agreement. Upon request by County, Motorola will use commercially reasonable efforts to determine whether any Open Source Software will be provided under this Agreement; and if so, identify the Open Source Software and provide to County a copy of the applicable standard license (or specify where that license may be found); and provide to County a copy of the Open Source Software

source code if it is publicly available without charge (although a distribution fee or a charge for related services may be applicable).

3.4. **ELIGIBLE PURCHASERS.** County and all of its agencies, and any city or governmental district, body or agency located within St. Johns County, may purchase from this Agreement. Eligible Purchasers have the same rights and responsibilities as County under this Agreement with respect to their purchases from this Agreement.

3.5. **EXCLUSIVE METHOD FOR PLACING ORDERS.** During the term of this Agreement, County (and any other Eligible Purchaser) may order Products or the services described above in Section 3.1.2, if they are then available for sale by Motorola. Each order must refer to this Agreement, Motorola Contract No. 227662, and must specify the Product by model number, the unit price, the number of units being purchased, and the extended price; concerning services, each order must specify the type of services being purchased. Motorola will make reasonable efforts to deliver the ordered Products within eight (8) weeks from receipt of order or sooner and to perform the services in a reasonably prompt manner. Alternatively, County may register with and place orders through Motorola Online ("MOL"), and this Agreement will be the "Underlying Agreement" for those MOL transactions rather than the MOL On-Line Terms and Conditions of Sale. MOL registration and other information may be found at <https://businessonline.motorolasolutions.com>. The applicable provisions of this Agreement will govern the purchase and sale of the Products and services, notwithstanding any different terms and conditions contained in an order or acknowledgment of an order.

Section 4 TERM OF AGREEMENT

The term of this Agreement begins on the Effective Date and continues for five (5) years from the Effective Date. Thereafter, this Agreement will automatically renew annually unless and until either Party or both Parties terminate this Agreement per Section 11, below.

Section 5 PAYMENT OF CONTRACT PRICE

5.1. **CONTRACT PRICE.** County will pay the Contract Price as correctly stated in a purchase order when due in U.S. dollars.

5.2. **INVOICING AND PAYMENT.** Motorola will submit invoices to County for Products when they are shipped and for services, if applicable, when they are performed. County will make payments to Motorola within thirty (30) days after the date of each invoice. County will make payments when due in the form of a wire transfer, check, or cashier's check from a U.S. financial institution. Overdue invoices will bear simple interest at the maximum allowable rate. For County's reference, the Federal Tax Identification Number for Motorola Solutions, Inc. is 36-1115800.

5.3. **FREIGHT, TITLE, AND RISK OF LOSS.** Motorola will pre-pay and add all freight charges to the invoices. Title and risk of loss to the Equipment will pass to County upon shipment. Title to Software will not pass to County at any time. Motorola will pack and ship all Equipment in accordance with good commercial practices.

5.4. **INVOICING AND SHIPPING ADDRESSES.** Invoices will be sent to the County at the following address: 3651 Gaines Rd. St. Augustine, FL 32084 ATTN: Amy Land
The Equipment will be shipped to the County at the following address (insert if this information is known):

If different, the address which is the ultimate destination where the Equipment will be delivered to County is: _____

County may change this information by giving written notice to Motorola. Any Eligible Purchaser other than County will provide in writing to Motorola the information identified in this Section 5.4 immediately upon becoming an Eligible Purchaser.

Section 6 SITES AND SITE CONDITIONS

6.1. ACCESS TO SITES. If Motorola is providing installation or other services, County will provide all necessary construction and building permits, licenses, and the like; and access to the work sites or vehicles as reasonably requested by Motorola so that it may perform its contractual duties.

6.2. SITE CONDITIONS. If Motorola is providing installation or other services at County's sites, County will ensure that these work sites are safe, secure, and in compliance with all applicable industry and OSHA standards. County will ensure that these work sites have adequate physical space; air conditioning and other environmental conditions; electrical power outlets, distribution and equipment; and telephone or other communication lines, all for the installation, use and maintenance of the Products.

Section 7 ACCEPTANCE

Acceptance of the Products will occur upon delivery to County unless a statement of work or acceptance test plan exists and provides for acceptance verification or testing, in which case acceptance of the Products will occur upon successful completion of the acceptance verification or testing. Notwithstanding the preceding sentence, County's use of the Products for their operational purposes will constitute acceptance.

Section 8 REPRESENTATIONS AND WARRANTIES

8.1. EQUIPMENT WARRANTY. During the Warranty Period, Motorola warrants that the Equipment under normal use and service will be free from material defects in materials and workmanship.

8.2. MOTOROLA SOFTWARE WARRANTY. Unless otherwise stated in the Software License Agreement, during the Warranty Period, Motorola warrants the Motorola Software in accordance with the terms of the Software License Agreement and the provisions of this Section that are applicable to the Motorola Software.

8.3. EXCLUSIONS TO EQUIPMENT AND MOTOROLA SOFTWARE WARRANTIES. These warranties do not apply to: (i) defects or damage resulting from: use of the Equipment or Motorola Software in other than its normal, customary, and authorized manner; accident, liquids, neglect, or acts of God; testing, maintenance, disassembly, repair, installation, alteration, modification, or adjustment not provided or authorized in writing by Motorola; County's failure to comply with all applicable industry and OSHA standards; (ii) breakage of or damage to antennas unless caused directly by defects in material or workmanship; (iii) Equipment that has had the serial number removed or made illegible; (iv) batteries (because they carry their own separate limited warranty) or consumables; (v) freight costs to ship Equipment to the repair depot; (vi) scratches or other cosmetic damage to Equipment surfaces that does not affect the operation of the Equipment; and (vii) normal or customary wear and tear.

8.4. WARRANTY CLAIMS. To assert a warranty claim, County must notify Motorola in writing of the claim before the expiration of the Warranty Period. Upon receipt of this notice, Motorola will investigate the warranty claim. If this investigation confirms a valid warranty claim, Motorola will (at its option and at no additional charge to County) repair the defective Equipment or Motorola Software, replace it with the same or equivalent product, or refund the price of the defective Equipment or Motorola Software. That action will be the full extent of Motorola's liability for the warranty claim. If this investigation indicates the warranty claim is not valid, then Motorola may invoice County for responding to the claim on a time and materials basis using Motorola's then current labor rates. Repaired or replaced product is warranted for the balance of the original applicable Warranty Period. All replaced products or parts will become the property of Motorola.

8.5. SERVICES WARRANTY. For ninety (90) days, Motorola warrants that the Services have been performed in a good and workmanlike manner. County's exclusive remedy for a breach of this services warranty is, at Motorola's option, to re-perform the services at no cost to the County or refund the Contract Price of the services that were not performed in a good and workmanlike manner.

8.6. ORIGINAL END USER IS COVERED. These express limited warranties are extended by Motorola to the original user purchasing the Products or services for commercial, industrial, or governmental use only, and are not assignable or transferable.

8.7. DISCLAIMER OF OTHER WARRANTIES. THESE WARRANTIES ARE THE COMPLETE WARRANTIES FOR THE EQUIPMENT, MOTOROLA SOFTWARE, AND SERVICES PROVIDED UNDER THIS AGREEMENT AND ARE GIVEN IN LIEU OF ALL OTHER WARRANTIES. MOTOROLA DISCLAIMS ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Section 9 DELAYS

Neither Party will be liable for its non-performance or delayed performance if caused by a Force Majeure. Each Party will notify the other if it becomes aware of any Force Majeure that will significantly delay performance. The notifying Party will give the notice promptly (but in no event later than fifteen (15) days) after it discovers the Force Majeure. If a Force Majeure occurs, the Parties will execute a change order to extend the performance schedule for a time period that is reasonable under the circumstances.

Section 10 DISPUTES

11.1. SETTLEMENT PREFERRED. The Parties, by their project managers, will attempt to settle any dispute arising from this Agreement (except for a claim relating to intellectual property or breach of confidentiality) through consultation and a spirit of mutual cooperation. The dispute will be escalated to appropriate higher-level managers of the Parties, if necessary.

11.2. LITIGATION. A Party may submit to a court of competent jurisdiction in the State of Florida any claim relating to intellectual property or a breach of confidentiality provisions. Each Party consents to jurisdiction over it by that court. Either Party may resort to the judicial proceedings described in this section if good faith efforts to resolve the dispute under these procedures have been unsuccessful; or interim relief from the court is necessary to prevent serious and irreparable injury to the Party.

Section 11 DEFAULT AND TERMINATION

11.1. If either Party fails to perform a material obligation under this Agreement, the other Party may consider the non-performing Party to be in default (unless a Force Majeure causes the failure) and may assert a default claim by giving the non-performing Party a written and detailed notice of the default. Except for a default by County for failing to pay any amount when due under this Agreement which must be cured immediately, the defaulting Party will have thirty (30) days after receipt of the notice of default to either cure the default or, if the default is not curable within thirty (30) days, provide a written cure plan. The defaulting Party will begin implementing the cure plan immediately after receipt of notice by the other Party that it approves the plan. If County is the defaulting Party, Motorola may stop work on the project until it approves the County's cure plan. If the non-performing Party fails to cure the default, the performing Party may terminate any unfulfilled portion of this Agreement and recover damages as permitted by law and this Agreement.

11.2. Either Party may terminate this Agreement with thirty (30) days written notice to the other Party.

11.3. If Motorola provides Services after the termination or expiration of this Agreement, the terms and conditions in effect at the time of the termination or expiration will apply to those Services and County agrees to pay for those services on a time and materials basis at Motorola's then effective hourly rates.

11.4. In the event County elects to terminate this Agreement for any reason other than default, County shall pay Motorola for the conforming Equipment and/or Software delivered and all services performed. Motorola shall incur no further obligations in connection with the Work and Motorola shall stop Work when such termination becomes effective. Motorola shall also terminate outstanding orders and subcontracts.

Motorola shall settle liabilities and claims arising out of the termination of subcontracts and orders. The County may direct Motorola to assign Motorola's right, title and interest under terminated orders or subcontracts to the County or its designee.

Section 12

12.1 General Indemnity by Motorola

Motorola, and Motorola, on behalf of its employees, agents and subcontractors shall indemnify, defend and hold harmless the County, its agencies, officers, directors and employees and employees, from and against any damages, liabilities, losses and costs, including but not limited to reasonable attorneys' fees to the extent caused by the negligence, recklessness or intentionally wrongful conduct of Motorola in the performance of Motorola's obligations under this Agreement, and other persons employed or utilized by Motorola in the performance of Motorola's obligations under this Agreement.

12.2 Environmental Indemnity by Motorola

Motorola will indemnify and hold County, its agencies, officers, directors and employees harmless from environmental liability, including without limitation, any and all claims, suits, demands, judgments, losses, costs, fines, penalties, damages, liabilities and expenses (including all legally required costs of cleanup, containment or other remediation, and all costs for investigation and defense thereof including, but not limited to, court costs, reasonable expert witness fees and attorney fees) arising from or in connection with (a) Motorola's actions or inactions (to the extent Motorola's was legally required to act) that result in a violation on any environmental law, ordinance, rule, or regulation or that leads to an environmental claim or citation or to damages due to Motorola's actions or inactions (to the extent Motorola's was legally required to act), or (b) any environmental, health and safety liabilities arising out of or relating to the performance of its obligations under this Agreement performed in connection with this Agreement to Motorola. County will be entitled to control any remedial action, any proceeding relating to an environmental claim pursuant to a State of Florida or federal government Order.

15.3 Violation of Laws Indemnity by Motorola

Motorola shall indemnify and hold the County, its agencies, officers, directors and employees harmless from liability from the violation of applicable laws by Motorola, including without limitation, any and all claims, suits, demands, judgments, losses, costs, fines, penalties, damages, liabilities and expenses (including all legally required costs for investigation and defense thereof including, but not limited to, court-awarded court costs, reasonable expert witness fees and attorney fees), arising from or based upon the violation of any applicable federal, state, or municipal laws, statutes, resolutions, rules or regulations, by Motorola or those under their control. This subsection will not be construed to create a separate cause of action from Section 15.9.

15.4 Breach of Representations, Warranties and Obligations by Motorola

Motorola shall indemnify and hold County, its agencies, officers, directors and employees harmless from liability from breach of representations, warranties and obligations, including without limitation any and all claims, suits, demands, judgments, losses, costs, fines, penalties, damages, liabilities and expenses (including all reasonable costs for investigation and defense thereof including, but not limited to, court awarded court costs, reasonable expert witness fees and attorneys fees) which may be incurred by, charged to or recovered from County, arising directly out of any breach of any terms, covenants, conditions or provisions of this Agreement and any representation or warranty made by Motorola in connection with this Agreement or in any obligation, certificate, document, writing or other instrument delivered by Motorola pursuant to this Agreement.

14.5. Motorola's duties to defend and indemnify the County its agencies, officers, directors and employees in accordance with the entirety of Section 15.1 through 15.4, are conditioned upon: County promptly notifying Motorola in writing of a claim or violation; Motorola having sole control of the defense of

the suit and all negotiations for its settlement or compromise; and County providing to Motorola cooperation and, if requested by Motorola, reasonable assistance in the defense of the claim or violation. In addition to Motorola's obligation to defend, and subject to the same conditions, Motorola will pay all damages finally awarded against County by a court of competent jurisdiction for a claim, violation, or as agreed to, in writing, by Motorola and in settlement of a claim or violation.

14.6. General Indemnity by County

To the extent permissible by law and except as provided by Section 9.2.1, County will indemnify and hold Motorola harmless from any and all liability, expense, judgment, suit, cause of action, or demand for personal injury, death, or direct damage to tangible property which may accrue against Motorola to the extent it is caused by the negligence of County, its other contractors, or their employees or agents, while performing their duties under this Agreement, if Motorola gives County prompt, written notice of any the claim or suit. Motorola will cooperate with County in its defense or settlement of the claim or suit. This section sets forth the full extent of County's general indemnification of Motorola from liabilities that are in any way related to County's performance under this Agreement. Notwithstanding the foregoing, any indemnification given by the County shall be governed by the provisions and limitations of Section 768.28, Florida Statutes; and this indemnification by the County is not, nor shall it be construed as a further waiver if its sovereign immunity beyond the limited legislative waiver thereof in Section 768.28, Florida Statutes, as authorized in Article X, Section 13, Florida Constitution (1968 Rev.), as amended.

14.7. PATENT AND COPYRIGHT INFRINGEMENT INDEMNIFICATION

14.7.1. Motorola will defend at its expense any suit brought against County to the extent it is based on a third-party claim alleging that the Equipment manufactured by Motorola or the Motorola Software ("Motorola Product") directly infringes a United States patent or copyright ("Infringement Claim"). Motorola's duties to defend and indemnify are conditioned upon: County promptly notifying Motorola in writing of the Infringement Claim; Motorola having sole control of the defense of the suit and all negotiations for its settlement or compromise; and County providing to Motorola cooperation and, if requested by Motorola, reasonable assistance in the defense of the Infringement Claim. In addition to Motorola's obligation to defend, and subject to the same conditions, Motorola will pay all damages finally awarded against County by a court of competent jurisdiction for an Infringement Claim or agreed to, in writing, by Motorola in settlement of an Infringement Claim.

14.7.2. If an Infringement Claim occurs, or in Motorola's opinion is likely to occur, Motorola may at its option and expense: (a) procure for County the right to continue using the Motorola Product; (b) replace or modify the Motorola Product so that it becomes non-infringing while providing functionally equivalent performance; or (c) accept the return of the Motorola Product and grant County a credit for the Motorola Product, less a reasonable charge for depreciation. The depreciation amount will be calculated based upon generally accepted accounting standards.

14.7.3. Motorola will have no duty to defend or indemnify for any Infringement Claim that is based upon: (a) the combination of the Motorola Product with any software, apparatus or device not furnished by Motorola; (b) the use of ancillary equipment or software not furnished by Motorola and that is attached to or used in connection with the Motorola Product; (c) Motorola Product designed or manufactured in accordance with County's designs, specifications, guidelines or instructions, if the alleged infringement would not have occurred without such designs, specifications, guidelines or instructions; (d) a modification of the Motorola Product by a party other than Motorola; (e) use of the Motorola Product in a manner for which the Motorola Product was not designed or that is inconsistent with the terms of this Agreement; or (f) the failure by County to install an enhancement release to the Motorola Software that is intended to correct the claimed infringement. In no event will Motorola's liability resulting from its indemnity obligation to County extend in any way to royalties payable on a per use basis or the County's revenues, or any royalty basis other than a reasonable royalty based upon revenue derived by Motorola from County from sales or license of the infringing Motorola Product.

12.4. This Section 12 provides County's sole and exclusive remedies and Motorola's entire liability in the event of an Infringement Claim. County has no right to recover and Motorola has no obligation to provide any other or further remedies, whether under another provision of this Agreement or any other legal theory or principle, in connection with an Infringement Claim. In addition, the rights and remedies provided in this Section 12 are subject to and limited by the restrictions set forth in Section 13.

Section 13 LIMITATION OF LIABILITY

Except for personal injury or death, Motorola's total liability, whether for breach of contract, warranty, negligence, strict liability in tort, indemnification, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of the Equipment, Software, or services with respect to which losses or damages are claimed. ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT MOTOROLA WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS; INCONVENIENCE; LOSS OF USE, TIME, DATA, GOOD WILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT, THE SALE OR USE OF THE EQUIPMENT OR SOFTWARE, OR THE PERFORMANCE OF SERVICES BY MOTOROLA PURSUANT TO THIS AGREEMENT. This provision is not, nor shall it be construed as, a waiver of the County's sovereign immunity beyond the limited legislative waiver therein in § 768.28, Florida Statutes, as authorized by Article 10, § 13, Florida Constitution (1968 Rev.), as amended.

Section 14 CONFIDENTIALITY

14.1. Each party is a disclosing party ("Discloser") and a receiving party ("Recipient") under this agreement. All Deliverables will be deemed to be Motorola's Confidential Information. During the term of this agreement and for a period of three (3) years from the expiration or termination of this agreement, Recipient will (i) not disclose Confidential Information to any third party; (ii) restrict disclosure of Confidential Information to only those employees (including, but not limited to, employees of any wholly owned subsidiary, a parent company, any other wholly owned subsidiaries of the same parent company), agents or consultants who must be directly involved with the Confidential Information for the purpose and who are bound by confidentiality terms substantially similar to those in this agreement; (iii) not copy, reproduce, reverse engineer, de-compile or disassemble any Confidential Information; (iv) use the same degree of care as for its own information of like importance, but at least use reasonable care, in safeguarding against disclosure of Confidential Information; (v) promptly notify Discloser upon discovery of any unauthorized use or disclosure of the Confidential Information and take reasonable steps to regain possession of the Confidential Information and prevent further unauthorized actions or other breach of this agreement; and (vi) only use the Confidential Information as needed to fulfill this agreement.

14.2. Recipient is not obligated to maintain as confidential, Confidential Information that Recipient can demonstrate by documentation (i) is now available or becomes available to the public without breach of this agreement; (ii) is explicitly approved for release by written authorization of Discloser; (iii) is lawfully obtained from a third party or parties without a duty of confidentiality; (iv) is known to the Recipient prior to such disclosure; or (v) is independently developed by Recipient without the use of any of Discloser's Confidential Information or any breach of this agreement.

14.3. All Confidential Information remains the property of the discloser and will not be copied or reproduced without the express written permission of the Discloser, except for copies that are absolutely necessary in order to fulfill this Agreement. Within ten (10) days of receipt of Discloser's written request, Recipient will return all Confidential Information to Discloser along with all copies and portions thereof, or certify in writing that all such Confidential Information has been destroyed. However, Recipient may retain one (1) archival copy of the Confidential Information that it may use only in case of a dispute concerning this Agreement. No license, express or implied, in the Confidential Information is granted other than to use the Confidential Information in the manner and to the extent authorized by this Agreement. The Discloser warrants that it is authorized to disclose any Confidential Information it discloses pursuant to this Agreement.

13.4. **FLORIDA PUBLIC RECORDS LAW.** Notwithstanding any provision in this Agreement to the contrary, the parties agree that: County is political subdivision of the State of Florida and is subject to Chapter 119, Florida Statutes, and related statutes known as the "Public Records Laws" and that this Agreement shall be a public record as defined therein. Any specific information that Motorola claims to be Confidential must be clearly identified as such by Motorola. To the extent consistent with Florida Law, County shall maintain the confidentiality of all such information marked by Motorola as confidential. If a request is made to view such Confidential Information, County will notify Motorola of such request and the date that such records will be released to the requester unless Motorola obtains a court order enjoining such disclosure. If Motorola fails to obtain that court order enjoining disclosure, County will release the requested information on the date specified. Such release shall be deemed to be made with Motorola's consent and will not be deemed to be a violation of law, including but not limited to laws concerning trade secrets, copyright or other intellectual property; nor will such release be deemed to be a breach of this Agreement or any provision thereof.

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT: OCA, ATTN: Public Records Manager, publicrecords@sjcf1.us THE COUNTY CLERK'S OFFICE MAY BE CONTACTED BY PHONE AT _____ OR VIA EMAIL AT: _____.

a. Motorola shall comply with public records laws, specifically to:

- i. Keep and maintain public records required by the County to perform the service.
- ii. Upon request from the County's custodian of public records, provide the County with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in Florida Statute or as otherwise provided by law.
- iii. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the Agreement term and following completion of the Agreement if Motorola does not transfer the records to the County.
- iv. Upon completion of the Agreement, transfer, at no cost, to the County all public records in possession of Motorola or keep and maintain public records required by the County to perform the service. If Motorola transfers all public records to the County upon completion of the Agreement, Motorola shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If Motorola keeps and maintains public records upon completion of the Agreement, Motorola shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the County, upon request from the County's custodian of public records, in a format that is compatible with the information technology systems of the County.

If Motorola does not comply with this section, the County shall enforce the contract provisions in accordance with the contract and may unilaterally cancel this contract in accordance with state law.

Section 15 PROPRIETARY RIGHTS

Motorola, the third party manufacturer of any Equipment, and the copyright owner of any Non-Motorola Software own and retain all of their respective Proprietary Rights in the Equipment and Software, and nothing in this Agreement is intended to restrict their Proprietary Rights. All intellectual property developed, originated, or prepared by Motorola in connection with providing to County the Equipment, Software, or related services remain vested exclusively in Motorola, and this Agreement does not grant to County any shared development rights of intellectual property. Except as explicitly provided in the Software License Agreement, Motorola does not grant to County, either directly or by implication, estoppel, or otherwise, any right, title or interest in Motorola's Proprietary Rights. County will not modify, disassemble, peel components, decompile, otherwise reverse engineer or attempt to reverse engineer, derive source code or create derivative works from, adapt, translate, merge with other software, reproduce, or export the Software, or permit or encourage any third party to do so. The preceding sentence does not apply to Open Source Software which is governed by the standard license of the copyright owner.

Section 16 HARDWARE SERVICES

16.1. **APPLICABILITY.** The following terms and conditions apply to post warranty hardware support, training or other installation only services.

16.2. **SCOPE OF SERVICES.** Motorola will provide the Services described in this Agreement or in a more detailed statement of work or other document that references this Agreement. At County's request, Motorola may also provide additional services at Motorola's then-applicable rates for the services.

16.2.1. If Motorola is providing Services for Equipment, Motorola parts or parts of equal quality will be used; the Equipment will be serviced at levels set forth in the manufacturer's product manuals; and routine service procedures that are prescribed by Motorola will be followed.

16.2.2. If County purchases from Motorola additional equipment that becomes part of the same system as the initial Equipment, the additional equipment may be added to this Agreement and will be billed at the applicable rates after the warranty for that additional equipment expires.

16.2.3. All Equipment must be in good working order on the Start Date or when additional equipment is added to the Agreement. Upon reasonable request by Motorola, County will provide a complete serial and model number list of the Equipment. County must promptly notify Motorola in writing when any Equipment is lost, damaged, stolen or taken out of service. County's obligation to pay Service fees for this Equipment will terminate at the end of the month in which Motorola receives the written notice.

16.2.4. If Equipment cannot, in Motorola's reasonable opinion, and in conjunction with the County's Project Manager, be properly or economically serviced for any reason, Motorola may modify the scope of Services related to that Equipment; remove that Equipment from the Agreement; or increase the price to Service that Equipment.

16.2.5. County must promptly notify Motorola of any Equipment failure. Motorola will respond to County's notification in a manner consistent with the level of Service purchased as indicated in this Agreement.

16.3. **EXCLUDED SERVICES.** Service excludes the repair or replacement of Equipment that has become defective or damaged from use in other than the normal, customary, intended, and authorized manner; use not in compliance with applicable industry standards; excessive wear and tear; or accident, liquids, power surges, neglect, acts of God or other force majeure events. Unless specifically included in this Agreement, Service excludes items that are consumed in the normal operation of the Equipment, such as batteries or magnetic tapes; upgrading or reprogramming Equipment; accessories, belt clips, battery chargers, custom or special products, modified units, or software; and repair or maintenance of

any transmission line, antenna, microwave equipment, tower or tower lighting, duplexer, combiner, or multicoupler. Motorola has no obligations for any transmission medium, such as telephone lines, computer networks, the internet or the worldwide web, or for Equipment malfunction caused by the transmission medium.

16.4. **TIME AND PLACE OF SERVICE.** Service will be provided at the location specified in this Agreement. When Motorola performs service at County's location, County will provide Motorola, at no charge, a non-hazardous work environment with adequate shelter, heat, light, and power and with full and free access to the Equipment. Waivers of liability from Motorola or its subcontractors will not be imposed as a site access requirement. County will provide all information pertaining to the hardware and software elements of any system with which the Equipment is interfacing so that Motorola may perform its Services. Unless otherwise stated in this Agreement, the hours of Service will be 8:30 a.m. to 4:30 p.m., local time, excluding weekends and holidays. Unless otherwise stated in this Agreement, the price for the Services exclude any charges or expenses associated with helicopter or other unusual access requirements; if these charges or expenses are reasonably incurred by Motorola in rendering the Services, County agrees to reimburse Motorola for those charges and expenses.

16.5. **COUNTY Contacts.** County will provide Motorola with designated points of contact (list of names and phone numbers) that will be available twenty-four (24) hours per day, seven (7) days per week, and an escalation procedure to enable County's personnel to maintain contact, as needed, with Motorola.

16.6. **PAYMENT.** Unless alternative payment terms are stated in this Agreement, Motorola will invoice County in advance for each payment period. All other charges will be billed monthly, and County must pay each invoice in U.S. dollars within thirty (30) days of the invoice date. County will reimburse Motorola for all property taxes, sales and use taxes, excise taxes, and other taxes or assessments that are levied as a result of Services rendered under this Agreement (except income, profit, and franchise taxes of Motorola) by any governmental entity.

16.7. **MATERIALS, TOOLS AND EQUIPMENT.** All tools, equipment, dies, gauges, models, drawings or other materials paid for or furnished by Motorola for the purpose of this Agreement will be and remain the sole property of Motorola. County will safeguard all such property while it is in County's custody or control, be liable for any loss or damage to this property, and return it to Motorola upon request. This property will be held by County for Motorola's use without charge and may be removed from County's premises by Motorola at any time without restriction.

Section 17 GENERAL

17.1. **TAXES.** The Contract Price does not include any excise, sales, lease, use, property, or other taxes, assessments or duties, all of which will be paid by County except as exempt by law. If Motorola is required to pay any of these taxes, Motorola will send an invoice to County and County will pay to Motorola the amount of the taxes (including applicable interest and penalties) within twenty (20) days after the date of the invoice. County will be solely responsible for reporting the Equipment for personal property tax purposes, and Motorola will be solely responsible for reporting taxes on its income or net worth.

16.2. **ASSIGNABILITY AND SUBCONTRACTING.** Except as provided herein, neither Party may assign this Agreement or any of its rights or obligations hereunder without the prior written consent of the other Party, which consent will not be unreasonably withheld. Any attempted assignment, delegation, or transfer without the necessary consent will be void. Notwithstanding the foregoing, Motorola may assign this Agreement to any of its affiliates or its right to receive payment without the prior consent of County. In addition, in the event Motorola separates one or more of its businesses (each a "Separated Business"), whether by way of a sale, establishment of a joint venture, spin-off or otherwise (each a "Separation Event"), Motorola may, without the prior written consent of the other Party and at no additional cost to Motorola, assign this Agreement such that it will continue to benefit the Separated Business and its affiliates (and Motorola and its affiliates, to the extent applicable) following the Separation Event.

Motorola may subcontract any of the work, but subcontracting will not relieve Motorola of its duties under this Agreement.

16.3 WAIVER. Failure or delay by either Party to exercise a right or power under this Agreement will not be a waiver of the right or power. For a waiver of a right or power to be effective, it must be in a writing signed by the waiving Party. An effective waiver of a right or power will not be construed as either a future or continuing waiver of that same right or power, or the waiver of any other right or power.

16.4. SEVERABILITY. If a court of competent jurisdiction renders any part of this Agreement invalid or unenforceable, that part will be severed and the remainder of this Agreement will continue in full force and effect.

16.5. INDEPENDENT CONTRACTORS. Each Party will perform its duties under this Agreement only as an independent contractor. The Parties and their personnel will not be considered to be employees or agents of the other Party. Nothing in this Agreement will be interpreted as granting either Party the right or authority to make commitments for the other. This Agreement will not constitute, create, or in any way be interpreted as a joint venture, partnership or formal business organization of any kind.

16.6. HEADINGS AND SECTION REFERENCES; CONSTRUCTION. The section headings in this Agreement are inserted only for convenience and are not to be construed as part of this Agreement or as a limitation of the scope of the particular section to which the heading refers. This Agreement will be fairly interpreted in accordance with its terms and conditions and not for or against either Party.

16.7. GOVERNING LAW. This Agreement and the rights and duties of the Parties will be governed by and interpreted in accordance with the laws of the State of Florida.

16.8. ENTIRE AGREEMENT. This Agreement, including all Exhibits, constitutes the entire agreement of the Parties regarding the subject matter of the Agreement and supersedes all previous agreements, proposals, and understandings, whether written or oral, relating to this subject matter. This Agreement may be executed in multiple counterparts, each of which shall be an original and all of which shall constitute one and the same instrument. A facsimile copy or computer image, such as a PDF or tiff image, or a signature shall be treated as and shall have the same effect as an original signature. In addition, a true and correct facsimile copy or computer image of this Agreement shall be treated as and shall have the same effect as an original signed copy of this document. This Agreement may be amended or modified only by a written instrument signed by authorized representatives of both Parties. The preprinted terms and conditions found on any County purchase order, acknowledgment or other form will not be considered an amendment or modification of this Agreement, even if a representative of each Party signs that document.

16.9. NOTICES. Notices required under this Agreement to be given by one Party to the other must be in writing and either delivered personally or sent to the address shown below by certified mail, return receipt requested and postage prepaid (or by a recognized courier service, such as Federal Express, UPS, or DHL), or by facsimile with correct answerback received, and will be effective upon receipt:

County
Attn: Joseph Gianumanco
500 San Sebastian View
St Augustine, FL 32084
email: jgianumanco@scfl.us

Motorola Solutions, Inc.
Legal, Government Affairs & Corporate Communications
500 West Monroe Street, 43rd Floor
Chicago, IL 60661
email: Judy.Jean-Pierre@motorolasolutions.com

16.10. COMPLIANCE WITH APPLICABLE LAWS. Each Party will comply with all applicable federal, state, and local laws, regulations and rules concerning the performance of this Agreement or use of the System. County will obtain and comply with all Federal Communications Commission ("FCC") licenses and authorizations required for the installation, operation and use of the Products before the scheduled installation of the Equipment.

16.11. **AUTHORITY TO EXECUTE AGREEMENT.** Each Party represents that it has obtained all necessary approvals, consents and authorizations to enter into this Agreement and to perform its duties under this Agreement; the person executing this Agreement on its behalf has the authority to do so; upon execution and delivery of this Agreement by the Parties, it is a valid and binding contract, enforceable in accordance with its terms; and the execution, delivery, and performance of this Agreement does not violate any bylaw, charter, regulation, law or any other governing authority of the Party.

16.12. **SURVIVAL OF TERMS.** The following provisions survive the expiration or termination of this Agreement for any reason: Section 3.2 (Motorola Software), Section 3.3 (Non-Motorola Software); if any payment obligations exist, Sections 5.1 and 5.2 (Contract Price, and Invoicing and Payment); Subsection 9.7 (Disclaimer of Implied Warranties); Section 10 (Disputes); Section 13 (Limitation of Liability); Section 14 (Confidentiality and Proprietary Rights); and all of the General terms in this Section 16.

16.13. **INSURANCE**

16.13.1 Motorola, at its sole expense, and within two (2) days after the Effective Date, shall secure and maintain for the Term, applicable insurance coverage in accordance with the following requirements:

- a. Workers' compensation – to meet statutory limits in compliance with the Workers Compensation Law of Florida. This policy must include Employer Liability with a limit of \$100,000 for each accident, \$500,000 disease policy limit and \$100,000 disease each employee limit.
- b. Commercial general liability – coverage shall provide limits of liability of \$1,000,000 per occurrence, \$2,000,000 Aggregate, for bodily injury and property damage. This shall include coverage for:
 - i. Premises/operations
 - ii. Products/complete operations
 - iii. Contractual liability
 - iv. Independent contractors
- c. Business auto liability – coverage shall provide limits of liability of \$100,000 per occurrence, \$300,000 aggregate for bodily injury and property damage or a combined single limit. This shall include coverage for:
 - i. Owned autos
 - ii. Hired autos
 - iii. Non-owned autos

16.13.2. **Special Requirements.** Within seven (7) business days following the execution of this Agreement, Motorola shall provide to the County a certificate of insurance including St. Johns County as additional insured on all commercial general liability, business auto liability.

16.13.3. Motorola shall provide County thirty (30) days prior notice to cancellation of any stipulated insurance coverage.

16.13.4. It is the responsibility of Motorola to insure that all subcontractors comply with all insurance requirements.

16.13.5. It is expressly noted that the requirements provided above may be subject to modification in response to high hazard operations.

16.13.6. In the event of unusual circumstances, the County Administrator, or duly authorized designee, may adjust these insurance requirements by written change order.

16.13.7. Upon County's receipt of the Certification of Insurance, it shall be identified as Exhibit C, and shall be attached hereto and incorporated herein by this reference.

The Parties hereby enter into this Agreement as of the Effective Date. This Agreement may be executed by each of the Parties hereto in separate counterparts, and shall have the same legal force and effect as if the Parties had executed it as a single document. The parties may sign in writing, or by electronic signature, including by email. An electronic signature, or a facsimile copy or computer image, such as a PDF or tiff image, of a signature, shall be treated as and shall have the same effect as an original signature. In addition, an electronic signature, a true and correct facsimile copy or computer image of this Agreement shall be treated as and shall have the same effect as an original signed copy of this document.

Motorola Solutions, Inc.

By: [Signature]

Name: Bob Bosch

Title: Area Sales Manager, FL

Date: 3-8-2017

St. Johns County

By: [Signature]

Name: Michael D. Wanchick
County Administrator

Title: _____

Date: 3 | 29 | 17

ST JOHNS COUNTY

MAR 22 '17

PURCHASING

16.13.7. Upon County's receipt of the Certification of Insurance, it shall be identified as Exhibit C, and shall be attached hereto and incorporated herein by this reference.

The Parties hereby enter into this Agreement as of the Effective Date. This Agreement may be executed by each of the Parties hereto in separate counterparts, and shall have the same legal force and effect as if the Parties had executed it as a single document. The parties may sign in writing, or by electronic signature, including by email. An electronic signature, or a facsimile copy or computer image, such as a PDF or tiff image, of a signature, shall be treated as and shall have the same effect as an original signature. In addition, an electronic signature, a true and correct facsimile copy or computer image of this Agreement shall be treated as and shall have the same effect as an original signed copy of this document.

Motorola Solutions, Inc.

By: _____

Name: _____

Title: _____

Date: _____

St. Johns County

By: _____

Name: _____

Title: _____

Date: _____

LEGALLY SUFFICIENT

[Signature]

Name
Date: 3/7/17

Exhibit A

SOFTWARE LICENSE AGREEMENT

This Exhibit A Software License Agreement ("Agreement") is between Motorola Solutions, Inc. ("Motorola") and St. Johns County ("Licensee"). For good and valuable consideration, the parties agree as follows:

Section 1 DEFINITIONS

1.1 "Designated Products" means products provided by Motorola to Licensee with which or for which the Software and Documentation is licensed for use.

1.2 "Documentation" means product and software documentation that specifies technical and performance features and capabilities, and the user, operation and training manuals for the Software (including all physical or electronic media upon which such information is provided).

1.3 "Open Source Software" means software with either freely obtainable source code, license for modification, or permission for free distribution.

1.4 "Open Source Software License" means the terms or conditions under which the Open Source Software is licensed.

1.5 "Primary Agreement" means the agreement to which this exhibit is attached.

1.6 "Security Vulnerability" means a flaw or weakness in system security procedures, design, implementation, or internal controls that could be exercised (accidentally triggered or intentionally exploited) and result in a security breach such that data is compromised, manipulated or stolen or the system damaged.

1.7 "Software" (i) means proprietary software in object code format, and adaptations, translations, de-compilations, disassemblies, emulations, or derivative works of such software; (ii) means any modifications, enhancements, new versions and new releases of the software provided by Motorola; and (iii) may contain one or more items of software owned by a third party supplier. The term "Software" does not include any third party software provided under separate license or third party software not licensable under the terms of this Agreement.

Section 2 SCOPE

Motorola and Licensee enter into this Agreement in connection with Motorola's delivery of certain proprietary Software or products containing embedded or pre-loaded proprietary Software, or both. This Agreement contains the terms and conditions of the license Motorola is providing to Licensee, and Licensee's use of the Software and Documentation.

Section 3 GRANT OF LICENSE

3.1. Subject to the provisions of this Agreement and the payment of applicable license fees, Motorola grants to Licensee a personal, limited, non-transferable (except as permitted in Section 7) and non-exclusive license under Motorola's copyrights and Confidential Information (as defined in the Primary Agreement) embodied in the Software to use the Software, in object code form, and the Documentation solely in connection with Licensee's use of the Designated Products. This Agreement does not grant any rights to source code.

3.2. If the Software licensed under this Agreement contains or is derived from Open Source Software, the terms and conditions governing the use of such Open Source Software are in the Open Source

Software Licenses of the copyright owner and not this Agreement. If there is a conflict between the terms and conditions of this Agreement and the terms and conditions of the Open Source Software Licenses governing Licensee's use of the Open Source Software, the terms and conditions of the license grant of the applicable Open Source Software Licenses will take precedence over the license grants in this Agreement. If requested by Licensee, Motorola will use commercially reasonable efforts to: (i) determine whether any Open Source Software is provided under this Agreement; (ii) identify the Open Source Software and provide Licensee a copy of the applicable Open Source Software License (or specify where that license may be found); and, (iii) provide Licensee a copy of the Open Source Software source code, without charge, if it is publicly available (although distribution fees may be applicable).

Section 4 LIMITATIONS ON USE

4.1. Licensee may use the Software only for Licensee's internal business purposes and only in accordance with the Documentation. Any other use of the Software is strictly prohibited. Without limiting the general nature of these restrictions, Licensee will not make the Software available for use by third parties on a "time sharing," "application service provider," or "service bureau" basis or for any other similar commercial rental or sharing arrangement.

4.2. Licensee will not, and will not allow or enable any third party to: (i) reverse engineer, disassemble, peel components, decompile, reprogram or otherwise reduce the Software or any portion to a human perceptible form or otherwise attempt to recreate the source code; (ii) modify, adapt, create derivative works of, or merge the Software; (iii) copy, reproduce, distribute, lend, or lease the Software or Documentation to any third party, grant any sublicense or other rights in the Software or Documentation to any third party, or take any action that would cause the Software or Documentation to be placed in the public domain; (iv) remove, or in any way alter or obscure, any copyright notice or other notice of Motorola's proprietary rights; (v) provide, copy, transmit, disclose, divulge or make the Software or Documentation available to, or permit the use of the Software by any third party or on any machine except as expressly authorized by this Agreement; or (vi) use, or permit the use of, the Software in a manner that would result in the production of a copy of the Software solely by activating a machine containing the Software. Licensee may make one copy of Software to be used solely for archival, back-up, or disaster recovery purposes; *provided that* Licensee may not operate that copy of the Software at the same time as the original Software is being operated. Licensee may make as many copies of the Documentation as it may reasonably require for the internal use of the Software.

4.3. Unless otherwise authorized by Motorola in writing, Licensee will not, and will not enable or allow any third party to: (i) install a licensed copy of the Software on more than one unit of a Designated Product; or (ii) copy onto or transfer Software installed in one unit of a Designated Product onto one other device. Licensee may temporarily transfer Software installed on a Designated Product to another device if the Designated Product is inoperable or malfunctioning, if Licensee provides written notice to Motorola of the temporary transfer and identifies the device on which the Software is transferred. Temporary transfer of the Software to another device must be discontinued when the original Designated Product is returned to operation and the Software must be removed from the other device. Licensee must provide prompt written notice to Motorola at the time temporary transfer is discontinued.

4.4. When using Motorola's Radio Service Software ("RSS"), Licensee must purchase a separate license for each location at which Licensee uses RSS. Licensee's use of RSS at a licensed location does not entitle Licensee to use or access RSS remotely. Licensee may make one copy of RSS for each licensed location. Licensee shall provide Motorola with a list of all locations at which Licensee uses or intends to use RSS upon Motorola's request.

4.5. Licensee will maintain, during the term of this Agreement and for a period of two years thereafter, accurate records relating to this license grant to verify compliance with this Agreement. Motorola or an independent third party ("Auditor") may inspect Licensee's premises, books and records, upon reasonable prior notice to Licensee, during Licensee's normal business hours and subject to Licensee's facility and security regulations. Motorola is responsible for the payment of all expenses and costs of the Auditor. Any information obtained by Motorola and the Auditor will be kept in strict confidence by Motorola and the

Auditor and used solely for the purpose of verifying Licensee's compliance with the terms of this Agreement.

Section 5 OWNERSHIP AND TITLE

Motorola, its licensors, and its suppliers retain all of their proprietary rights in any form in and to the Software and Documentation, including, but not limited to, all rights in patents, patent applications, inventions, copyrights, trademarks, trade secrets, trade names, and other proprietary rights in or relating to the Software and Documentation (including any corrections, bug fixes, enhancements, updates, modifications, adaptations, translations, de-compilations, disassemblies, emulations to or derivative works from the Software or Documentation, whether made by Motorola or another party, or any improvements that result from Motorola's processes or provision of information services). No rights are granted to Licensee under this Agreement by implication, estoppel or otherwise, except for those rights which are expressly granted to Licensee in this Agreement. All intellectual property developed, originated, or prepared by Motorola in connection with providing the Software, Designated Products, Documentation or related services, remains vested exclusively in Motorola, and Licensee will not have any shared development or other intellectual property rights.

Section 6 LIMITED WARRANTY; DISCLAIMER OF WARRANTY

6.1. The commencement date and the term of the Software warranty will be a period of ninety (90) days from Motorola's shipment of the Software (the "Warranty Period"). If Licensee is not in breach of any of its obligations under this Agreement, Motorola warrants that the unmodified Software, when used properly and in accordance with the Documentation and this Agreement, will be free from a reproducible defect that eliminates the functionality or successful operation of a feature critical to the primary functionality or successful operation of the Software. Whether a defect occurs will be determined by Motorola solely with reference to the Documentation. Motorola does not warrant that Licensee's use of the Software or the Designated Products will be uninterrupted, error-free, completely free of Security Vulnerabilities, or that the Software or the Designated Products will meet Licensee's particular requirements. Motorola makes no representations or warranties with respect to any third party software included in the Software.

6.2 Motorola's sole obligation to Licensee and Licensee's exclusive remedy under this warranty is to use reasonable efforts to remedy any material Software defect covered by this warranty. These efforts will involve either replacing the media or attempting to correct significant, demonstrable program or documentation errors or Security Vulnerabilities. If Motorola cannot correct the defect within a reasonable time, then at Motorola's option, Motorola will replace the defective Software with functionally-equivalent Software, license to Licensee substitute Software which will accomplish the same objective, or terminate the license and refund the Licensee's paid license fee.

6.3. Warranty claims are described in the Primary Agreement.

6.4. The express warranties set forth in this Section 6 are in lieu of, and Motorola disclaims, any and all other warranties (express or implied, oral or written) with respect to the Software or Documentation, including, without limitation, any and all implied warranties of condition, title, non-infringement, merchantability, or fitness for a particular purpose or use by Licensee (whether or not Motorola knows, has reason to know, has been advised, or is otherwise aware of any such purpose or use), whether arising by law, by reason of custom or usage of trade, or by course of dealing. In addition, Motorola disclaims any warranty to any person other than Licensee with respect to the Software or Documentation.

Section 7 TRANSFERS

Licensee will not transfer the Software or Documentation to any third party without Motorola's prior written consent. Motorola's consent may be withheld at its discretion and may be conditioned upon transferee paying all applicable license fees and agreeing to be bound by this Agreement. If the Designated Products are Motorola's radio products and Licensee transfers ownership of Motorola radio products to a

third party, Licensee may assign its right to use the Software (other than RSS and Motorola's FLASHport® software) which is embedded in or furnished for use with the radio products and the related Documentation; *provided* that Licensee transfers all copies of the Software and Documentation to the transferee, and Licensee and the transferee sign a transfer form to be provided by Motorola upon request, obligating the transferee to be bound by this Agreement.

Section 8 TERM AND TERMINATION

8.1 Licensee's right to use the Software and Documentation will begin when the Primary Agreement is signed by both parties and will continue for the life of the Designated Products with which or for which the Software and Documentation have been provided by Motorola, unless Licensee breaches this Agreement, in which case this Agreement and Licensee's right to use the Software and Documentation may be terminated immediately upon notice by Motorola.

8.2 Within thirty (30) days after termination of this Agreement, Licensee must certify in writing to Motorola that all copies of the Software have been removed or deleted from the Designated Products and that all copies of the Software and Documentation have been returned to Motorola or destroyed by Licensee and are no longer in use by Licensee.

8.3 Licensee acknowledges that Motorola made a considerable investment of resources in the development, marketing, and distribution of the Software and Documentation and that Licensee's breach of this Agreement will result in irreparable harm to Motorola for which monetary damages would be inadequate. If Licensee breaches this Agreement, Motorola may terminate this Agreement and be entitled to all available remedies at law or in equity (including immediate injunctive relief and repossession of all non-embedded Software and associated Documentation unless Licensee is a Federal agency of the United States Government).

Section 9 UNITED STATES GOVERNMENT LICENSING PROVISIONS

This Section applies if Licensee is the United States Government or a United States Government agency. Licensee's use, duplication or disclosure of the Software and Documentation under Motorola's copyrights or trade secret rights is subject to the restrictions set forth in subparagraphs (c)(1) and (2) of the Commercial Computer Software-Restricted Rights clause at FAR 52.227-19 (JUNE 1987), if applicable, unless they are being provided to the Department of Defense. If the Software and Documentation are being provided to the Department of Defense, Licensee's use, duplication, or disclosure of the Software and Documentation is subject to the restricted rights set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.227-7013 (OCT 1988), if applicable. The Software and Documentation may or may not include a Restricted Rights notice, or other notice referring to this Agreement. The provisions of this Agreement will continue to apply, but only to the extent that they are consistent with the rights provided to the Licensee under the provisions of the FAR or DFARS mentioned above, as applicable to the particular procuring agency and procurement transaction.

Section 10 CONFIDENTIALITY

Licensee acknowledges that the Software and Documentation contain Motorola's valuable proprietary and Confidential Information and are Motorola's trade secrets, and that the provisions in the Primary Agreement concerning Confidential Information apply.

Section 11 LIMITATION OF LIABILITY

The Limitation of Liability provision is described in the Primary Agreement.

Section 12 NOTICES

Notices are described in the Primary Agreement.

Section 13 GENERAL

13.1. **COPYRIGHT NOTICES.** The existence of a copyright notice on the Software will not be construed as an admission or presumption of publication of the Software or public disclosure of any trade secrets associated with the Software.

13.2. **COMPLIANCE WITH LAWS.** Licensee acknowledges that the Software is subject to the laws and regulations of the United States and Licensee will comply with all applicable laws and regulations, including export laws and regulations of the United States. Licensee will not, without the prior authorization of Motorola and the appropriate governmental authority of the United States, in any form export or re-export, sell or resell, ship or reship, or divert, through direct or indirect means, any item or technical data or direct or indirect products sold or otherwise furnished to any person within any territory for which the United States Government or any of its agencies at the time of the action, requires an export license or other governmental approval. Violation of this provision is a material breach of this Agreement.

13.3. **ASSIGNMENTS AND SUBCONTRACTING.** Motorola may assign its rights or subcontract its obligations under this Agreement, or encumber or sell its rights in any Software, without prior notice to or consent of Licensee.

13.4. **GOVERNING LAW.** This Agreement is governed by the laws of the United States to the extent that they apply and otherwise by the internal substantive laws of the State of Florida. The terms of the U.N. Convention on Contracts for the International Sale of Goods do not apply. In the event that the Uniform Computer Information Transaction Act, any version of this Act, or a substantially similar law (collectively "UCITA") becomes applicable to a party's performance under this Agreement, UCITA does not govern any aspect of this Agreement or any license granted under this Agreement, or any of the parties' rights or obligations under this Agreement. The governing law will be that in effect prior to the applicability of UCITA.

13.5. **THIRD PARTY BENEFICIARIES.** This Agreement is entered into solely for the benefit of Motorola and Licensee. No third party has the right to make any claim or assert any right under this Agreement, and no third party is deemed a beneficiary of this Agreement. Notwithstanding the foregoing, any licensor or supplier of third party software included in the Software will be a direct and intended third party beneficiary of this Agreement.

13.6. **SURVIVAL.** Sections 4, 5, 6.3, 7, 8, 9, 10, 11 and 13 survive the termination of this Agreement.

13.7. **ORDER OF PRECEDENCE.** In the event of inconsistencies between this Exhibit and the Primary Agreement, the parties agree that this Exhibit prevails, only with respect to the specific subject matter of this Exhibit, and not the Primary Agreement or any other exhibit as it applies to any other subject matter.

13.8 **SECURITY.** Motorola uses reasonable means in the design and writing of its own Software and the acquisition of third party Software to limit Security Vulnerabilities. While no software can be guaranteed to be free from Security Vulnerabilities, if a Security Vulnerability is discovered, Motorola will take the steps set forth in Section 6 of this Agreement.

FORM
System Acceptance Certificate

FORM

System Acceptance Certificate

Customer Name: _____

Project Name: _____

This System Acceptance Certificate memorializes the occurrence of System Acceptance. Motorola and Customer acknowledge that:

1. The Acceptance Tests set forth in the Acceptance Test Plan have been successfully completed.
2. The System is accepted.

Customer Representative:

Motorola Representative:

Signature: _____

Signature: _____

Print Name: _____

Print Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

FINAL PROJECT ACCEPTANCE:

Motorola has provided and Customer has received all deliverables, and Motorola has performed all other work required for Final Project Acceptance.

Customer Representative:

Motorola Representative:

Signature: _____

Signature: _____

Print Name: _____

Print Name: _____

Title: _____

Title: _____

Date: _____

Date: _____